



Dulas Ltd

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Warranty Statement

Thank you for choosing your Dulas Vaccine Refrigerator. We will provide the following coverage to you:

1. Two year warranty on the equipment from date of installation.
2. Under warranty coverage, the manufacturer will repair or replace components that have failed in use of the equipment for its designed intent.
3. Warranty coverage does not include the following cases:
 - a. Damage caused by improper use or improper maintenance or lack of maintenance.
 - b. Damage caused by attempted repairs done by a non-approved person.
 - c. Damage caused by force majeure, including but not limited to fire, flood, lightning, theft, malicious damage, vermin damage.
 - d. Damage occurring after the warranty period has expired.

Claims Procedure

For service support in Nigeria, please contact Fenlab.

Tel: 013426534, +2348033140513, +2348035897436

email: lagos@fenlabnigeria.com

Please ensure that you have available detailed information including:

- Location
- Model and serial number of the refrigerator
- 30 day temperature record from FridgeTag-2®
- Recent evidence of completion of maintenance procedures
- Description of the problem