



Congratulations on purchasing your new cool room trailer. As you know, Boss Cool Rooms offers a 12-month warranty on your cool room trailer; here are the terms and conditions you are required to comply with in order to maintain your warranty.

1. Your equipment needs to be regularly serviced as per the care and maintenance manual that has been sent to you. If you do not have a copy, please contact us and we will send you an electronic copy immediately.

Please familiarise yourself with the service manual so you are fully aware of your service and safety obligations as the purchaser.

We also have helpful information online at [www.bosscoolrooms.com.au/yourtrailer](http://www.bosscoolrooms.com.au/yourtrailer)

2. Copies of your service invoices must be uploaded to Basecamp as the service is completed to confirm the equipment has been properly serviced at the correct time. This includes electrical servicing, testing and tagging by a licensed electrician every 3 months, refrigeration equipment servicing by a refrigeration technician every 6 months, and mechanical servicing by a qualified mechanic every 6 months.

Please note failure to upload service invoices will result in termination of your warranty.

3. Should a warranty issue arise, you will lodge a support ticket at

[www.aftersalescare.com.au/support](http://www.aftersalescare.com.au/support)

To speed up the process, we ask you upload the following when you complete the form and submit the ticket:

- a. Photo of your VIN plate
- b. Photos of all 4 sides of the cool room
- c. Photos of the issue

Your warranty request will be attended to as soon as possible; our staff are located in NSW and work Monday – Friday 8-4pm.

It is your responsibility to cease using the equipment as soon as an issue arises. Continued use may result in personal injury and further damage to the equipment. Noncompliance may result in damage not covered by warranty.

**IMPORTANT:** No warranty claims will be paid or reimbursed without prior written approval.

Note: Parts that fall under 'wear and tear' (such as wheel bearings, tyres, door locks etc) and are not covered by warranty can also be purchased via request at [www.aftersalescare.com.au/support](http://www.aftersalescare.com.au/support) Further examples of wear and tear items and full warranty terms and inclusions can be found at [www.bosscoolrooms.com.au/warranty](http://www.bosscoolrooms.com.au/warranty)

Please sign below and email to [WarrantyActivation@aftersalescare.com.au](mailto:WarrantyActivation@aftersalescare.com.au) to validate your warranty. Note that warranty is NOT active without returned signed copy. Once activated, 12 month warranty starts from delivery date regardless of the date you sign below.

Name: \_\_\_\_\_ Invoice Number: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

