

Warranty & Repairs Program

In order to improve service levels and minimise customer down time the following service options are available from us:

<p>Warranty Swap Out program</p> <p>Year 1</p>	<ul style="list-style-type: none"> 🔗 Applicable to all new products carried into Ideco for repairs, within one year from the date of purchase, provided the complete machine is returned to us. 🔗 Swap-out units will be available within 2 hours from receipt of faulty product. 🔗 Products will be swapped out with a fully working unit of similar kind. 🔗 Swap outs will be done at no charge. 🔗 Should it be required to replace an embedded license, a handling fee could be charged. 🔗 The residual of the warranty term will be transferred to the swap-out unit.
<p>Ideco Swap Out program</p> <p>Year 2 & 3</p>	<ul style="list-style-type: none"> 🔗 Applicable to all products carried into Ideco during the second year from the date of purchase, provided the complete machine is returned to us. 🔗 Should a Swap-out units be required a minimal swap out charge will be levied. See repairs price sheet for applicable product swap out charges. 🔗 Swap-out units will be available within 2 hours from receipt of faulty product. 🔗 Products will be swapped out with a fully working unit of similar kind. 🔗 Morpho does not allow for the transfer of embedded license on machines that are out of warranty. The cost of a new license will be for the account of the customer.
<p>Same Day repair program</p> <p>Non Warranty Units</p>	<ul style="list-style-type: none"> 🔗 Applicable to all products carried into Ideco after the second year from the date of purchase and that do not qualify for the swap out program. 🔗 Normal repairs can be fast tracked to a same day repair subject to payment of the priority repair fee, which will be charged in addition to normal repair costs. 🔗 Requires an online fault report to be submitted. 🔗 All priority repairs received before 10 am will be available for collection on the same day. Products received after 10 will only be available the next working day. 🔗 Same day priority repairs are subject to availability of spares for the unit. 🔗 The normal process of diagnostics -> quotation -> acceptance of quote -> repair and invoice will still be applicable to fast track repairs.
<p>Standard repair program</p> <p>Non Warranty Units</p>	<ul style="list-style-type: none"> 🔗 Standard repair program means a guaranteed 10 days repair from receipt of faulty unit. 🔗 The normal process of diagnostics -> quotation -> acceptance of quote -> repair and invoice will be applicable to repairs.
<p>General Terms & Conditions</p>	<ul style="list-style-type: none"> 🔗 The Ideco warranty & repair program is only applicable to product supplied by us and registered on our stock system. A premium will be charged for any other product submitted to us for repairs. 🔗 Product which has been tampered with or altered in any way or damaged as a result of incorrect installation, general misuse or abuse, or any damages caused by fire, water, electrical surges, civil disturbances or an act of God are not covered by the warrantee or Swap-out program. Normal repair charges will be applicable. 🔗 Products discontinued by the manufacturer will be repaired using best effort. 🔗 Products damaged beyond their economical repair value will be scrapped. 🔗 All repairs up to the auto repair fee are automatically completed. 🔗 Repair quotes are valid for 14 days. 🔗 Products not collected within three months after repair will be sold to recover costs. 🔗 Please pre-book all products for same day repair on www.idecotech.co.za and submit a comprehensive fault report to speed up the repair process. 🔗 Cash account holders should make all due payments upfront and in advance prior to collecting repaired units. 🔗 Repaired units will carry a three months Ideco warranty on work done. 🔗 Progress of repairs can be tracked via www.idecotech.co.za