



DUNNAIR (AUST) PTY LTD ABN: 73 109 662 375
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TELEPHONE: 03 8586 8200 FAX: 03 8586 8201

Dunnair Warranty Terms and Conditions

This warranty is applicable to products purchased and installed in Australia

Feb 2015

1. Under the terms of this Warranty the repair or replacement of any parts shall be an option of Dunnair or its Authorised Service Provider. Dunnair will not be responsible for failure to fulfil its obligations hereunder due to any cause beyond its control.
2. Product defects covered by this warranty will be, during normal business hours, repaired at the premises of the customer or in the case of window type where repair may be at the premises of the Dunnair authorised service provider or retailer.
3. Any component found to be defective within the warranty period will be repaired or replaced at no extra cost to the original purchaser within the metropolitan area or within 40km from an approved Dunnair Service Provider. Customers in areas other than the above are responsible for costs incurred due to travelling distance & time.
4. When parts are replaced under warranty, the replacement part will be covered by the remaining period of the original product warranty.
5. The owner is responsible to provide reasonable and safe access to the product if warranty service is ever required. This warranty does not cover any costs or additional labour associated with gaining safe access to the product. Safe access may be deemed different in each of the respective states and territories of Australia.
6. Should service become necessary during the warranty period, the owner should contact Dunnair. In order to obtain warranty service, purchase details must be supplied at the time of booking a warranty service call and the proof of original purchase must be presented at the time of warranty service.
7. This Warranty does not imply general servicing or maintenance nor to any loss of product or parts, actions or negligence of the Installer, or service of the unit that result in losses or damage of any kind. Including those due to:
 - a) Inadequate sizing of the unit's capacity to deal with the area to be conditioned,

- b) Air distribution,
- c) Power supply.

8. This Warranty only applies provided that the product has been correctly installed and used in Australia in accordance with the manufacturer's reasonable care and maintenance provisions. This warranty does not cover damage, malfunction or failure resulting from use on incorrect voltages, alteration to the unit, accident, misuse, neglect, abuse, faulty or Improper installation, incorrect setting of customer controls, mains power supply problems, thunderstorm activity, Infestation by Insects or vermin, tampering by unauthorised personal, failure of the user to observe recommended precautions noted in the operating Instructions, exposure to abnormally corrosive conditions (including marine) or allowing any foreign object or matter to enter the product This warranty does not apply If the product has been installed in transportable or mobile applications or de-installed and re-installed during the warranty period.

9. Warranty shall not apply if the customer cannot provide proof of the date of original purchase. In the case of split systems the installer's name and contracting licence number is also required to obtain warranty. These details should be given at the time at which the call is placed. This is to ensure that the unit was installed by qualified trade persons, as required by law.

10. Dunnair accepts no liability pursuant to this Warranty for consequential damage to or, by the product, or for any malfunctions resulting from the use of accessories, which, in the opinion of Dunnair, are defective or incompatible with the product, or for any other consequential damage.

11. Dunnair shall be at liberty to terminate this Warranty by written notice to the owner in the event that, in the opinion of Dunnair, the product is used for purposes other than what the product was originally designed.

12. The warranties are void if our product has been damaged, misused, subjected to abnormal use and service, or its serial number has been altered, defaced or removed.

13. Dunnair is not responsible under the above warranties for service to correct conditions due to misapplication, improper installation, Inadequate wiring, incorrect voltage conditions or unauthorised opening of the refrigerant circuit, nor for of the refrigerant circuit, nor for consequential damages.

14. Dunnair, reserves the right to charge for extra distances. Identified In paragraph 3 where in remote locations an additional fee will be charged by the service providers due to the travelling time incurred, this amount is to be paid to the service provider by the customer at time of attending the site. The customer will be notified at the time of booking that they are out of the normal service area and a fee is payable not to Dunnair but to the attending service provider.

15. Dunnair reserves the right to issue a handling and inspection charge in the case of parts improperly returned as defective and/or as being subject to warranty.

16. All other conditions and warranties are excluded absolutely, with the exception of any conditions on warranty which are imposed by the Trade Practices Act or by State or Territory

legislation and which cannot be excluded by law. Where permissible, Dunnair's liability under any such legislation is limited only to the extent permitted by law.

Owner's Responsibilities:

Ensuring that the installation of the system is carried out by an installer licensed to handle refrigerants, and ensuring that the installer's name, contact phone number and licence number are recorded in the section provided below and can be called upon if required. Please keep this Warranty Form and Purchase Docket, showing date of purchase, stored safely together.

(THESE MUST BE PRESENTED TO THE SERVICE TECHNICIAN TO RECEIVE SERVICE UNDER WARRANTY.)

Operating and maintaining the system in accordance with the procedures outlined in the Instruction Manual.

Carrying out regular filter cleaning (and replace when necessary).

(The system should never be operated without a filter installed.)

Ensuring the outdoor unit air inlet and outlet are kept clear of obstructions,

Ensuring the condensate drain is kept clear.

Carrying out additional maintenance as required if the system is installed in a corrosive environment. (e.g. Industrial pollution, sea air)

Replacing exhausted batteries.

Placing any request for service is to be done through Dunnair. Be of the understanding that you may be requested to have your installer return to inspect in the first instance and this is done only in the best interest of the end user to limit the possibility of expenditure incurred in the possible event of repair needed due to installation fault.

Providing safe and reasonable access to the equipment.

Exclusions:

THIS WARRANTY DOES NOT COVER

Any equipment or material used in the installation not supplied by Dunnair (Aust) Pty Ltd.

Any damage or operating problems caused to the Dunnair equipment by any non-Dunnair equipment or material used in the installation.

Any damage or operating problems caused to the Dunnair equipment by any misapplication, incorrect or sub standard installation, user error, and lack of reasonable maintenance or unauthorised repairs.

Any damage or operating problems caused to the Dunnair equipment by any deliberate or accidental act including but not limited to, storm, fire, flood, vandalism or vermin attack,

Any damage or operating problems caused to the Dunnair equipment by faulty or incorrect external wiring, application of an incorrect power supply, and voltage fluctuations outside normal allowances, or external electromagnetic interference.

Any damage or operating problems caused to thy. Dunnair equipment by the equipment being used primarily for other than the comfort of humans or in operating conditions outside that specified for the equipment.

Additional travel or freight costs for service to systems installed outside the areas normally serviced by Dunnair or its authorised service providers.

Additional labour or equipment costs incurred to gain acceptable access to service systems installed in restricted or unsafe locations.

Reasonable weathering of the equipment due to the ambient conditions.

Equipment that has been re-installed at other than the original location.

Equipment Installed in any mobile location. (e.g. caravan or boat)

Consumable items. (e.g. filters or batteries)

Consequential damage.

Work required to be carried out outside of normal business hours due to the nature of the installation or if requested by the owner.

Dunnair Warranty

The equipment quoted carries a warranty for labour and parts for a period as specified in our warranty terms and conditions

Dunnair Obligations

1. Dunnair will repair or replace the equipment at its own discretion.
2. Dunnair will require access to the equipment for repairs.
3. Warranty work will only be performed during business hours, i.e. 7:30am to 5:00pm.
4. Carry out repairs in a reasonable time and subject to availability for spare parts.

Client Obligations

1. To report fault within 24 hours to the Dunnair sales office.
2. To ensure that client has visited site and correctly diagnosed the fault as an equipment issue.
3. To complete and return Dunnair Service Request Form with all relevant details.
4. Not to carry out any work on Dunnair equipment without proper authority issued by Dunnair. Failure to do so will void your warranty. ,
5. Our Warranty Terms and Conditions form part of our condition of sales. (Copy available on request.)

UNLESS ADVISED, GOODS ARE OF STANDARD MANUFACTURE AND MAY NOT TOTALLY COMPLY WITH SPECIFICATIONS.

Terms of Warranty

What it covers

If any defect in your Dunnair air conditioning system is caused by **FAULTY MATERIAL** or **WORKMANSHIP** within the warranty period, starting from the date of original purchase, it will be rectified without cost for both labour and material by Dunnair

Warranty Exemption

17. Damage caused by accident, misapplication, abuse, alteration, tampering or servicing by anyone other than an authorised person.
18. Damage resulting from incorrect installation, commissioning or use other than in accordance with the operating instructions issued by Dunnair.
19. Damage caused by using the air conditioning unit in a corrosive atmosphere or by filter neglect. appeal fcae.

The warranty does not apply if:

1. Any appliance plate is altered or removed.
2. Dunnair Australia Pty Ltd has not been notified of any fault occurring which may require warranty work.
3. Any unauthorised modification has been made to the equipment or any part has been substituted or replaced with non-original items.
4. Regular service has not been carried out by an appropriate ARC licensed installer.
5. The unit is used other than for the heating and cooling of air for human comfort - unless approved by Dunnair.
6. The system is installed in a caravan, boat, crane, bus etc.
7. Any unit supplied or installed outside Australia

Recommended yearly maintenance

1. Check air filters, vacuum, wash clean or replace
2. Check condensate drain for free drainage.
3. Check compressor compartment for oil stains
4. Check suction and discharge operating pressures.
5. Check the tightness of electrical connections to the compressor.
6. Check for correct operation of all electrical equipment, i.e. de-ice control, H.P and LP safety controls and compressor contactor.
7. Check all refrigeration piping for chafing and vibration.
8. Check the operation of electric heaters if fitted.
9. Check air supply at all diffusers.
10. Check for noise and vibration and correct as necessary.
11. Check the tightness of all fan and motor mountings.
12. Check for insulation and duct damage and repair as necessary.
13. Remove lint and dust accumulation from outdoor coil fans.
14. Touch up all paintwork damage to prevent corrosion.

Date Purchased: / / Unit Model No:

Date Commissioned: / / Unit Serial No.:

Installer:

This Warranty applies to:

Product Range	Warranty Term	Notes
Domestic Use	5 Years Parts and Labor	Installer must have ARC License
Commercial Use	2 Years Parts and Labor	Installer must have ARC License
Water Cooled Equipment	2 Years Parts and Labor	Installer must have ARC License
Custom Made Equipment	2 Years Parts and Labor	Installer must have ARC License
Spare Parts	1 Years Parts Only	Installer must have ARC License
Equipment installed in mines / remote area restricted	1 Years Parts Only	Installer must have ARC License

How to make a claim on this warranty:

Call 03 8586 8205

Or fax warranty agent form to +613 8586 8201

Please ensure,

1. The return air filter is cleaned regularly
2. The outdoor unit is kept clear of debris and garden matter
3. Service the unit annually, as per Dunnair's recommended yearly maintenance guide