



## ACTRONAIR PRODUCT WARRANTY

Thank you for purchasing ActronAir Products.  
Actron Engineering Pty Ltd will warrant the products according to terms noted on the reverse of this card.

End User/Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

Installer/ Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Date of installation: \_\_\_\_\_ Model No: \_\_\_\_\_

Commercial ( ) Residential ( ) Outdoor Unit Serial No. \_\_\_\_\_

To register this warranty, please complete the section below and return to Actron Engineering Pty Ltd within 14 days.  
Alternately you can register online at [www.actronair.com.au](http://www.actronair.com.au)

Actron Engineering Pty Limited ABN 34 002 767 240 Head  
Office Sydney, PO Box 7705, Baulkham Hills NSW 2153  
Tel Service 1800 119 229 | Fax 02 8814 4061 | [service@actronair.com.au](mailto:service@actronair.com.au) | Refrigerant Trading  
Authorisation No. AU06394

End User/Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Date of Installation: \_\_\_\_\_ Model No. \_\_\_\_\_

Commercial ( ) Residential ( ) Outdoor Unit Serial No. \_\_\_\_\_

Installer/Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Please tick the key reasons for purchasing an ActronAir air conditioning system

- ( ) Appearance      ( ) Energy Efficiency      ( ) Noise Control      ( ) Performance      ( ) Price
- ( ) Recommendation      ( ) Temperature Control      ( ) Warranty      ( ) Other, Please Specify: \_\_\_\_\_



## WARRANTY TERMS

1. This express warranty ("warranty") covers the Product described on the Warranty Card against defects, design, materials and workmanship for the period in Table 1. The warranty period starts when the Product is commissioned. If the commissioning date is more than 12 months after the purchase date of the Product from ActronAir, the warranty period starts 12 months after the purchase date of the Product from ActronAir.
2. Product defects covered by this warranty will be repaired or replaced at the discretion of ActronAir without cost to the owner for the replacement parts or Product. The repair or replacement shall be performed during normal business hours by ActronAir or repair agent authorised by ActronAir.
3. Any part or Product replaced under this warranty will be warranted in accordance with the provisions of this warranty for the remainder of the original warranty period or 12 months from the completion of the repair, whichever is the greater.
4. This warranty covers accessory items supplied by ActronAir and were purchased at the same time as the air conditioning unit was purchased such as ActronAir zone barrels, controls etc the period is in Table 1.
5. Except where inconsistent with the owner's statutory rights and the rights given by this warranty, all other warranties and all liability of ActronAir for any loss or damage direct and consequential (including loss of profits) is expressly excluded.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

Please note that the rights under the Australian consumer law are limited in circumstances, where the purchaser of an ActronAir product is not a "consumer". You are a Consumer only if the price of the goods is below \$40000 or the goods are of a kind ordinarily acquired for personal, domestic household use or consumption.

6. THIS WARRANTY DOES NOT COVER:
  - A. Damage or problems or unsatisfactory performance caused to the Product by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, internet coverage, over transients or electromagnetic interference not originating within the Product including solar power supply fluctuations and inadequacies, mismatched indoor/outdoor units;
  - B. Damage or problems or unsatisfactory performance resulting from incorrect installation or commissioning;
  - C. Damage or problems or unsatisfactory performance caused by the use of an accessory, component or Product not supplied by ActronAir;
  - D. Damage or problems or unsatisfactory performance caused by storm, fire, flood, hail, atmospheric fallout, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the Product (e.g. dirt and moisture) or any other outside agency;
  - E. Damage or deterioration to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions (e.g. sea air);
  - F. Damage or deterioration to the heat exchange coil with additional ActronAir coil coat treatment that has been subjected to conditions that are not covered in the sales literature applicable to the ActronAir coil coat.
  - G. Any cost associated with gaining acceptable service access to Product installed in restricted or unsafe (e.g. high, tight, inaccessible) locations;
  - H. Freight charges including insurance or travelling cost for repairs performed outside the area normally serviced by ActronAir's dealers;
  - I. Product which has been installed in a transportable or mobile application (e.g. caravan, portable/transportable homes or boats);
  - J. Product which has been reinstalled at a location other than the original location;
  - K. Any consumable item (e.g. batteries, filters, belts) supplied with the Product unless the item is shown to be defective at the time of purchase;

- L. Damage or problems or unsatisfactory performance caused directly or indirectly by the operation of the equipment in an environment where:
  - i. Operation in an environment where climatic comfort of humans is not the primary function of the Product; or
  - ii. Operation at conditions outside the operating conditions specified in ActronAir's technical sales literature applicable to the Product; or
  - iii. Misapplication of the Product; or
  - iv. Incorrect use or installation of any consumable; or
  - v. Failure to check and clear obstructions in both the indoor and outdoor sections of the Product, including the air filters, vents, coils and drainage pipes; or
  - vi. Exhausted, leaking or used batteries.

7. THE PURCHASER IS RESPONSIBLE FOR:
  - A. The correct operation and regular maintenance of the Product as noted below. The correction of any non Product fault or problem is not covered by this warranty;
  - B. Operation of the Product is in accordance with the operating instructions;
  - C. Carrying out periodic maintenance of the Product, in the case of residential once every 12 months, and in the case of commercial once every 3 months;
  - D. Regular cleaning of the air filter(s) and the replacement where necessary;
  - E. Ensuring that the air inlet and the outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants);
  - F. Ensuring that the condensate drain is kept clean;
  - G. Replacement of exhausted batteries;
  - H. The application of additional corrosion protection if the Product is installed in a corrosive environment (for example industrial pollution, sea air), in this case regular washing down using a mild detergent of outdoor unit including panels, coils etc.
8. In respect of any goods supplied under the contract where the price is more than \$40000 or the goods are not of a kind ordinarily acquired for the personal domestic household use or consumption, unless the owner establishes the following limitation of liability would not be fair and reasonable, the liability of ActronAir for any defect of design, materials or workmanship will be limited to any of the following as determined by ActronAir:
  - A. Replacing the Product or supplying equivalent Product;
  - B. Repairing the Product;
  - C. Paying the cost of replacement of the Product or acquiring equivalent Product; or
  - D. Paying the cost of having the Product repaired.
9. Product described as Heat Reclaim System comprising of air conditioning equipment manufactured by ActronAir and goods supplied or manufactured by others to be used in conjunction with ActronAir manufactured air conditioning will be subject to the following provisions:
  - A. ActronAir manufactured air conditioning equipment – warranty period of 2 years. No extensions of warranty apply to these products through the extended warranty policy;
  - B. Goods supplied or manufactured by others specifically relating to Heat Reclaim Function – warranty period will be the warranty provided by the supplier or manufacturer;

Table 1:

Product Groups	Residential Applications	Commercial Applications
*SRE, SRA, SRC, SRG, SRD, SRV, SRM *CRV, ARV, FRV, ERV, ERM, CRQ, ERQ *WRC, WRE, BRE, MRC, LRE, CRE, URC, MRE	5 Years Parts & Labour	5 Years Parts & Labour
*SCA, SCG, PCA, PCG CAY, *Evy, Ely, PKY, PMD, PKV	2 Years Parts & Labour	2 Years Parts & Labour
ActronAir Zone Barrel Assemblies	5 Years PARTS ONLY	5 Years PARTS ONLY
*ACM (ActronConnect Module)	2 Years PARTS ONLY	2 Years PARTS ONLY
Spare Part Item groups	12 Month PARTS ONLY	12 Month PARTS ONLY

\* Represents the first three letters of the model

P/N: 0500-002 Doc Name: ActronAir Warranty Terms Doc No. 892A-V11

**AFFIX  
STAMP  
HERE**

**Actron Engineering Pty Ltd  
PO Box 7705  
Baulkham Hills NSW 2153**