



WARRANTY TERMS AND CONDITIONS

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 purchased at the same time as the air conditioning unit, items such as ActronAir zone barrels, controls etc have the same finished goods warranty period as per Table 1. NOTE: Accessory items purchased and fitted after the original installation or fitted at a later date will have the Spare Parts warranty as per 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, battery or generator power supply fluctuations and inadequacies and performance issues of the unit caused by 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 of all components internal/external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions (e.g. sea air) and/or unsatisfactory performance as a result of normal weathering;
- 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. Product which has been reinstalled at a location other than the original location;
- H. Any consumable item including damage caused by these items (e.g. batteries, filters, belts) supplied with the Product unless the item is shown to be defective at the time of purchase;
- I. 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

- ii. primary function of the Product; or
 - iii. Operation at conditions outside the operating conditions specified in ActronAir's technical sales literature applicable to the Product; or
 - iv. Misapplication of the Product; or
 - v. Incorrect use or installation of any consumable; or
 - vi. 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
 - vii. Exhausted, leaking or used batteries; or
 - viii. Outdoor units located near sensitive locations such as bedrooms or neighbours' dwellings causing noise complaints due to wrong location
- J. Any cost associated (including crane/scaffolding costs) with gaining acceptable service access to Product installed in restricted or unsafe (e.g. high, tight spaces, inaccessible) locations;
 - K. Freight charges including insurance or Technicians travelling cost for repairs performed outside the area normally serviced by ActronAir's Dealers/Service Agents;
 - L. Product which has been installed in a transportable or mobile application (e.g. caravan, portable/transportable homes or boats);

7. THE PURCHASER IS RESPONSIBLE FOR:

- A. The correct operation and regular maintenance of the Product carried out 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 by a suitably licensed /qualified person. For residential maintenance, once every 12 months, and for commercial at least once every 3 months (this depends on usage);
 - 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 in the roof 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; or
 - B. Repairing the Product; or
 - 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 Type	Capacity Range /Description	Warranty period (Parts)	Warranty Period (Labour)	Optional Extended Wty (Parts & Labour)
Residential Products Ducted Split, Wall Hung Split, Cassette Split, Multihead Split, Bulkhead & Low Profile Split (including *Easy Connect WiFi App)	2KW to 23KW	5 Years	5 Years	Not Available
Commercial Products Rooftop Package Units	15KW to 200KW	2 Years	2 Years	Optional to purchase Service Under Wty for an extra 3 years up to 5 years (see extended warranty policy)
Commercial Products Ducted Split Units	24KW to 70KW	2 Years	2 Years	Optional to purchase Service Under Wty for an extra 3 years up to 5 years (see extended warranty policy)
Accessories (ACM) Actron Connect WiFi Module	*PARTS ONLY Warranty	2 Years	Not Available	Not Available
Accessories ActronAir Manufactured Zone Barrel Assemblies	*Parts & Labour Warranty only when purchased with new Actron unit	*5 Years	*5 Years	Not Available
*Accessories Wall controllers, Temperature/Co2/Humidity sensors, BMS Cards	*Parts & Labour Warranty only when purchased with new Actron unit	Same as new unit warranty	Same as new unit warranty	Not Available
Accessories Group Controller and Group controller accessory items	*Parts & Labour Warranty only when purchased with new Actron unit	*2 Years	*2 Years	Not Available
Spare Parts Item group	All ActronAir Spare Parts	12 Months	Not Available	Not Available
ActronControls labelled/branded items	ActronControls branded items distributed by ActronAir	12 Months	Not Available	Not Available
* Accessories and Spare Parts purchased separate to Air Cond units carry a 12-month <u>Parts only</u> warranty				