

# Warranty Terms and Conditions

## RESIDENTIAL

Unit	Parts	Labour
Room Air Conditioners	5 Years*	5 Years*
Hi Wall Split System	5 Years*	5 Years*
Multi Split System	5 Years*	5 Years*
Ducted	5 Years*	5 Years*
Cassette	5 Years*	5 Years*
VRF	5 Years*	5 Years*
Spare Parts	3-12 months**	

## COMMERCIAL

Unit	Parts	Labour
Room Air Conditioners	5 Years*	5 Years*
Hi Wall Split System	5 Years*	5 Years*
Multi Split System	5 Years*	5 Years*
Ducted	5 Years*	5 Years*
Cassette	5 Years*	5 Years*
VRF	2 Years*	2 Years*
Products over 18Kw	1 Years*	
Non Human Comfort Applications	1 Years	1 Years
Chilled Water Fan Coil	1 Years	
AHU	1 Years	
Spare Parts	3-12 months**	

- Unit must be installed by a qualified and licensed installer and must be able to provide ARC licence.

## Extended Warranty Conditions (Units under 18Kw)

- Warranty is extended from 1 year to 5 years warranty for parts and labour providing the unit is subject to regular\*\* "maintenance and operational inspections" for the next 4 years. This inspection must be carried out by a qualified air conditioning company/mechanic and carried out in accordance to "Good Refrigeration Practices".
- The first maintenance must be carried out within six (6) months of the expiry date of the original twelve (12) month warranty, with a further three (3) annual inspections to the end of the five (5) year period. All records must show the company or mechanic accreditation or licence number according to the latest Federal Government Ozone Protection Regulations.
- Proof of purchase must be provided.
- Proof of maintenance inspections can be verified by producing records or receipts or service report sheets.

\*\*Regular maintenance inspections are defined as minimum of once per year for residential inspections and 4 times a year for commercial installations. \*\*Parts must be installed by a qualified trades person.

**This warranty DOES NOT cover the following**

- Damage or faults,, incorrect power supply, voltage fluctuations and electrical interference.
- Damage caused by faulty installation or transport.
- Any replacement/consumable items e.g batteries, filters, filter material and belts supplied with unit, unless the item is defective at time of purchase/installation.
- Damage caused by fire, flood, hail, water, vermin, negligence, vandalism, misuse, foreign materials and acts of God.
- Damage caused by abrasion, erosion and corrosion.
- Refrigerant loss due to interconnecting pipework or fittings.
- Items connected to the unit not supplied by the manufacturer or IACS.
- Costs involved in gaining access to equipment installed in a restricted or unsafe location.
- The original service call costs in identifying a warranty claim.
- Damage or faults caused by dirty filters or restricted condenser air flow.
- Damage caused by blocked condensate drains.
- Equipment installed in mobile applications\*
- Equipment which has been re-installed in a location other than the original installation.
- Damage, faults or performance issues resulting from misapplication of the equipment.
- Damage, faults or performance issues resulting from operation of the equipment outside conditions specified in technical or sales literature.
- Products matched with other manufacturers equipment.
- Warranty repairs are only available during normal working hours.

**Owners Statutory Rights**

- Goods purchased in Australia have the benefit of statutory rights as implied in the Australian Consumer Law (ACL) Jan 2010, as outlined in schedule 2 of the Competition and Consumer Act 2010.
- 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 also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.  
Please complete the details below and retain with a copy of the original purchase docket.

\*Warranty on application. (If warranty is supplied, proof must be provided at time of service call).



Owners Name.....

Address.....

Suburb.....State.....

Postcode.....

Indoor Model.....Serial Number.....

Indoor Model.....Serial Number.....

Indoor Model.....Serial Number.....

Outdoor Model.....Serial Number.....

Supplied By.....

Date Installed.....

Installed by.....

Installer ARC Licence.....



## **Complete Warranty Entitlements**

***Please Note*** – Rights under this warranty are in addition to the owner’s statutory rights under the Trade Practices act 1974 and other state and territory laws of a similar nature. If this warranty is inconsistent with any such statutory rights it will restrict or modify those rights only to the extent permitted by law.

1. Under the terms of this warranty the repair or replacement of any parts shall be at the option of IACS or its Authorised Service Provider. IACS 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 a window type unit where the repair may take place at an IACS branch or an Authorised Service Provider.
3. When parts are replaced under warranty, the replacement part will be covered by the remaining period of the original product warranty.
4. 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.
5. 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, Inadequate sizing of the unit’s capacity to deal with the area to be conditioned, air distribution or power supply.
6. This warranty only applies provided that the product has been correctly installed and used in Australia in accordance with the manufacturer’s guidelines and maintenance recommendations. 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 persons, failure of the user to observe recommended precautions noted in the operating instructions, exposure to abnormally corrosive conditions 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.
7. Warranty shall not apply if the customer cannot provide proof of the date of original purchase, the model and serial number of the unit and the installing company/trades person including the ARC license number. These details should be entered on the “warranty service request” form. This is to ensure that the unit was installed by qualified trade persons, as required by law.



INDEPENDENT AIR CONDITIONING SOLUTIONS

8. IACS 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 IACS management, are defective or incompatible with the product, or for any other consequential damage. IACS reserve the right to terminate this warranty should the product not be used for what it was originally intended for.
9. The warranty shall be void if the serial number has been removed or defaced.
10. IACS reserve the right to make an administration charge in the case of parts being improperly returned as defective and/or as subject to warranty.
11. IACS reserve the right to request faulty parts to be returned. If the requested parts are not returned the customer will be invoiced for the part.

**PLEASE READ THIS WARRANTY DOCUMENT AND KEEP THIS DOCUMENT AND YOUR PROOF OF PURCHASE IN A SAFE PLACE. THIS PROOF OF PURCHASE MUST BE PRODUCED TO OBTAIN WARRANTY SERVICE.**

