



THERMOFILM WARRANTY POLICY – AIR CONDITIONING

At its ultimate discretion, Thermofilm Australia Pty Ltd (referred herewith as Thermofilm) will repair or replace any defective equipment covered under the terms of the applicable warranty during normal business hours and subject to Thermofilm's warranty policy. Any parts or product replaced will be warranted in accordance with Thermofilm's standard warranty policy for the balance of the original product warranty period or twelve (12) months; whichever is the greater. Any such work carried out and/or parts used/or replaced under warranty will be provided at no charge to the customer. Any such replaced equipment shall become the property of Thermofilm Australia.

Residential Application – Up to 18kW

Prices include a five (5) year parts and labour warranty subject to the conditions set out in Thermofilm's warranty policy.

Commercial Applications

Prices include a two (2) year parts and labour warranty subject to the conditions set out in Thermofilm's warranty policy.

WARRANTY LIMITATIONS

This warranty policy does not include the following:

- a. Faulty, incorrect or undersized external electrical wiring and circuit breakers, incorrect power supply, voltage fluctuations or other electrical or electromagnetic interference not originating from the equipment;
- b. Incorrect installation carried out by unlicensed or unqualified persons, or installations without relevant plumbing compliance certification and electrical safety certification as required under local electrical and plumbing codes or other bylaws/regulations pertaining to same. Any installation deemed to fit into the description above in breach of relevant plumbing and/or electrical guidelines at the time of installation, or where installation is deemed to be outside the guidelines stipulated by Thermofilm, may void any warranty applicable to the product.
- c. Poor installation where refrigerant gas has leaked due to faulty flares or damage to field fitted refrigerant piping;
- d. Damage, fault or malfunction of the product caused by willful damage, vandalism, Act of God, war, negligence, earthquake, vermin, foreign matter affecting the performance of the product such as moisture or dirt;
- e. Corrosion or damage caused by atmospheric conditions such as salt, hail, storm, solar radiation;
- f. Damage caused due to the use of after market accessories not supplied by Thermofilm;
- g. Any alteration or modification of products not approved or carried out by an authorized representative of Thermofilm or using replacement parts not approved by Thermofilm;
- h. Damage, fault or malfunction of the product where the equipment has been installed in a transportable or mobile application (such as a caravan, mobile home or industrial equipment);
- i. Any costs, or additional labour associated with safely accessing any product installed in restricted, unsafe or elevated locations including hiring of extension ladders, safety harnesses and platforms, the installation of safety rails to allow safe access and safe working conditions, and the procurement of any necessary permits or permissions to allow work to be carried out;
- j. Freight charges (including insurance) or traveling costs for repairs performed outside the area normally serviced by Thermofilm or its designated service agents;
- k. Replacement of any consumable items such as batteries and filters supplied with the equipment unless these items are shown to be defective or faulty at the time of purchase;
- l. Damage, fault or malfunction caused where the equipment is installed in a circumstance where human comfort is not the primary purpose; or where installation is deemed to be in a circumstance outside the operating conditions set out in Thermofilm's technical specifications;
- m. Damage, fault or malfunction caused by the misapplication of the equipment.

RESPONSIBILITY OF THE OWNER

It is the responsibility of the owner of the product to maintain it correctly to ensure its effective operation as listed below. The warranty explicitly excludes rectifying any fault not specifically related to the product.

- a. Correct operation and maintenance of the unit in accordance with the Operation Instructions supplied with the product;
- b. Regular cleaning of the filters to avoid build up and drain blockages;
- c. Ensuring air inlets and discharge on the outdoor unit is kept free of obstructions;
- d. Replacement of exhausted batteries;
- e. The application of protective products to reduce corrosion where installation of product is carried out in areas of high corrosive potential (near the ocean), or in areas of industrial pollution;

Where service is requested and the problem is traced to any of the above issues, all costs and charges incurred will be the responsibility of the owner.

If after considering all the conditions set down in this warranty guide, you feel your product still requires servicing, please contact the dealer who installed your product and they will place the service call with Thermofilm Australia on your behalf.

