

# Warranty Conditions & Entitlements

*Wall Split Systems & Window / Wall Units*

## ‡ Domestic Installations:

### 5 YEAR PARTS AND LABOUR WARRANTY\*

Teco Australia Pty Ltd warrants for a period of five (5) years from the date of first purchase that our product is free from defect in all materials and workmanship under normal use and service. Our obligation under this Warranty is limited to repairing or replacing any such defective part within the Warranty period without cost to the owner.\* Conditions Apply.

## ‡ Non Domestic Installations:

### 2 YEAR PARTS AND LABOUR WARRANTY\*

### 5 YEAR COMPRESSOR ONLY WARRANTY\*

Teco Australia Pty Ltd warrants for a period of two (2) years from the date of first purchase that our product is free from defect in materials and workmanship under normal use and service. Our obligation under this Warranty is limited to repairing or replacing any such part within the Warranty period without cost to the owner\* Conditions Apply.

At the expiry of the two (2) year parts and labour warranty period; but before the end of five (5) years from date of first purchase Teco Australia Pty Ltd will provide a replacement hermetically sealed compressor without cost, should it fail as a result of faulty material or workmanship used in the manufacture of the product. However, any charges for labour, refrigerant and miscellaneous materials used in the replacement of the compressor must be borne by the owner \* Conditions Apply.

\* At the termination of this period all liability on our part under this Warranty ceases.

\* Rights under this warranty are in addition to the owner's statutory rights under the Trade Practices act 1974 and other State & 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.

**PLEASE READ THIS WARRANTY DOCUMENT, COMPLETE THE DETAILS ON THE LAST PAGE AND KEEP THIS DOCUMENT AND YOUR PROOF OF ORIGINAL PURCHASE IN A SAFE PLACE. THIS COMPLETED DOCUMENT AND YOUR PROOF OF ORIGINAL PURCHASE MUST BE PRODUCED TO OBTAIN WARRANTY SERVICE.**

## Residential and Light Commercial Air Conditioning Systems

1. Under the terms of this Warranty the repair or replacement of any parts shall be at the option of Teco or its Authorised Service Provider. Teco will not be responsible for failure to fulfill 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 Teco authorised service provider or retailer.
3. Any component found to be defective within the warranty period would be repaired or replaced at no extra cost to the original purchaser within the metropolitan area or within 20km from an approved Teco 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.
6. Should service become necessary during the warranty period, the owner should contact TECO Australia on 1300 660 037. In order to obtain warranty service, purchase details must be supplied at the time of booking warranty service and the Proof of original Purchase and this Warranty Card 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 persons, 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 entered on the Warranty Form. This is to ensure that the unit was installed by qualified trade persons, as required by law.
10. Teco 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 Teco, are defective or incompatible with the product, or for any other consequential damage.
11. Teco shall be at liberty to terminate this Warranty by written notice to the owner in the event that, in the opinion of Teco, 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. Teco Australia Pty Ltd 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 consequential damages.

**14.** Teco Australia Pty Ltd, 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 TECO but to the attending service provider.

**15.** Teco Australia Pty Ltd reserves the right to make 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 Teco Australia Pty. Ltd.'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 installers name, contact phone number and licence number are recorded in the Warranty Details section. (Window / Wall & Portable one piece units excluded)

Keeping the 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 replacement 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 through TECO on 1300 660 037.

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 Teco Australia.

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

Any damage or operating problems caused to the TECO 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 TECO 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 TECO 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 the TECO 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 TECO 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.

Please complete this card and store it along with your proof of original purchase in a safe place. You will be required to produce this document along with your proof of original purchase should the need for warranty service arise.

**PLEASE PRINT CLEARLY**

**Owner's Name:**

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**Owners Address:**

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-----**State:**-----**Post Code:**-----

**Purchased From**

**Name:**

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**Address:**

-----

**Date Of Purchase:**

-----/-----/-----

**Installed By**

**Name:**

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**Address:**

-----

**Licence Number:**

-----**Tel:**-----

**Date Of Installation:**

-----/-----/-----

**Installer's Signature:**

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**Unit Model No.**

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**Indoor Serial No.**

-----

**Outdoor Serial No.**

-----**( Split System )**

**Teco Australia Pty. Ltd.**

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