



## 12 MONTHS PARTS & LABOUR WARRANTY

FOR UNITS PURCHASED & INSTALLED IN NEW ZEALAND ONLY

### TO OUR VALUED CUSTOMER

Thank you for choosing a quality **temperzone** air conditioning system. We are sure that, with a little care and routine maintenance, you will experience many years of air conditioned comfort. When you purchased this equipment, we trust the supplier assisted you to select the model most suited to your specific application and expectations.

Please take a few minutes to read and complete this Warranty document so that you can take maximum advantage of this 12 months warranty.

### TERMS & CONDITIONS

#### **This Warranty Covers :**

**temperzone** branded air conditioning units purchased and installed in New Zealand. Temperzone Ltd warrants the air conditioning unit against defects in components or faulty workmanship in manufacturing.

#### **Warranty Period**

Items found to be defective within 12 months of the air conditioning units original purchase date will be repaired or replaced by a temperzone authorised person during normal business hours without cost to the owner for the parts and direct repair labour.

#### **It is conditional on :**

1. The air conditioning unit having being installed by a qualified person in accordance with the appropriate installation and maintenance instructions.
2. The equipment being regularly maintained by a qualified person in accordance with the manufacturer's maintenance instructions.

#### **It does not apply if :**

1. The serial number of any unit has been defaced, removed or altered.
2. Damage or problems resulting from the use of an accessory not supplied by **temperzone**.
3. The damage is caused by accident, misapplication, abuse, alteration or tampering.
4. The damage is caused by faulty external wiring, incorrect or fluctuating power supply, or any outside electromagnetic interference.
5. The damage is caused by a failure to clean filters, clear drains and keep the units clear of obstructions.
6. The unit is installed in a mobile application (eg caravan, boat, crane).
7. The unit is used other than for the heating and cooling of air for human comfort – unless designed specifically for that purpose by **temperzone** Engineering.
8. The equipment has been re-installed at any location other than the original location.

#### **It Does Not Cover :**

1. Consequential damage.
2. Consumable items such as filters, belts, and batteries.
3. Field wiring, condensate drain pipes or refrigerant pipe runs between units.
4. Any deterioration to the casing, coil, pipework, joints and electronics caused by using the unit in a corrosive environment.
5. Normal annual servicing costs.
6. Damage caused by storm, fire, flood, vandalism, earthquake, vermin or any other outside agency.
7. Cost incurred because of restricted or unsafe access to the equipment.
8. Freight and travel charges for repairs outside the area normally serviced by the installer.

#### **Maintenance :**

To comply with the terms of the Warranty, your air conditioner needs to be serviced by a **temperzone** Approved Installer in accordance with the relevant Installation & Maintenance instructions.

**FOR YOUR REFERENCE**

Record your details here for future reference:

Date of Purchase: \_\_\_\_\_

Purchased from: \_\_\_\_\_

Installed by: \_\_\_\_\_ Ph. \_\_\_\_\_

Commissioned by: \_\_\_\_\_ Date \_\_\_\_\_

Model: \_\_\_\_\_ Outdoor Unit , \_\_\_\_\_ Indoor Unit

Serial No.: \_\_\_\_\_ Outdoor Unit , \_\_\_\_\_ Indoor Unit

**HOW TO MAKE A CLAIM*****Owner***

If you have a problem telephone your Installer (above).

If the original installer is not contactable:

**temperzone** Customer Service:

Telephone: Auckland 256 1151, or outside Auckland 0800 TZWARRANT [0800 899 277]

**temperzone** will advise a suitable company for you to contact to repair their unit.***Installer***

1. Visit the site to diagnose the problem and to get the Serial No, Model No and Installation date of the faulty unit.
2. Request allocation of a Temperzone Case Number by phoning **temperzone** Customer Service at 0800 TZWARRANTY.
3. Customer Service will discuss the problem and possible causes with you. Once they have checked the validity of the claim and the unit is within warranty they will issue a Case No.
4. Once you have a Case No. place a Purchase Order for the replacement parts ensuring you reference the Case No.
5. Replacement parts will be invoiced at zero cost. However, **temperzone** will invoice at full cost if:
  - a) the Case No. has not been obtained prior to sending the Purchase Order,
  - b) the Case No. is not referenced in the Purchase Order.
6. Retain any faulty items. Temperzone may ask for them to be returned for analysis.
7. Once the unit is repaired submit a Claim Invoice along with the **temperzone** Warranty Service Report referencing the Case No., for labour, mileage and any other items used. NB. Labour limits and The Warranty Service form are published at **[www.temperzone.biz/NZ-Home/Warranty/NZ-Warranty](http://www.temperzone.biz/NZ-Home/Warranty/NZ-Warranty)**.
8. Once your Claim Invoice has been accepted and paid the faulty items may be disposed of.
9. Temperzone Ltd retains the right to:
  - a) Repair or replace the units themselves or use an agent to do so.
  - b) Invoice the replacement part at full cost if considered necessary.
  - c) Re-invoice the initial replacement at full cost if the item returned as faulty is not defective.

**PLEASE NOTE:** A Case Number registers your claim. It does not represent automatic liability by Temperzone Ltd. Fault finding and diagnosis by **temperzone** is a GUIDE ONLY as fault detail provided may be incomplete. Responsibility for diagnosis remains with the Service Company.