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## **AIR CONDITIONER WARRANTY POLICY**

This warranty is given by Dometic Australia Pty Ltd and Dometic New Zealand Ltd in respect of purchases in Australia and New Zealand respectively. The warranty is given to the original purchaser for a period of 36 months from the date of purchase against any defect arising from faulty materials or workmanship.

Repairs will be carried out during normal business hours only by Dometic or its duly authorised service agents, and are subject to the warranty conditions and exclusions hereunder.

To make a claim under this warranty please either contact us on 1800 21 21 21 (in Australia) or 09 622 1490 (in New Zealand) or visit our website [www.dometic.com](http://www.dometic.com) to locate your nearest Service Agent and place your claim through the Service Agent.

### **Australia only**

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 for 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.

The benefits provided to you as the consumer by this warranty are in addition to other rights and remedies available to you under the law.

### **New Zealand only**

This warranty policy is in addition to the conditions and guarantees which are mandatory as implied by the Consumer Guarantees Act 1993 (NZ).

## **IMPORTANT NOTICE**

Before calling a service technician please carefully check the operating instructions, service booklet and the warranty terms and conditions. If the Air Conditioner fails to operate for any of the reasons detailed in the operating instructions or service booklet, or the warranty does not apply due to these conditions and exclusions, a service fee may be charged.

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### **Contact Details:**

#### **Dometic Australia Pty Ltd**

ABN 62086366305

1 John Duncan Court

Varsity Lakes, QLD 4227

#### **Dometic New Zealand Ltd**

P O Box 12011

Penrose, Auckland 1642

**WARRANTY CONDITIONS**

- The company will only provide warranty service on presentation of proof of purchase to any authorised Dometic service agent. The purchaser must allow the authorised service agent to photocopy the proof of purchase to facilitate their claim to the manufacturer.
- Warranty repairs can only be performed by authorised Dometic service agents and under no circumstances will Dometic reimburse for repairs carried out by unauthorised persons. Tampering with any part of the Air Conditioner by any unauthorised personnel will void the warranty.
- The Air Conditioner should be used solely for domestic purposes. If it has been used for commercial purposes the warranty is for 3 months from the date of purchase only.
- The Air Conditioner must be used on its intended electrical voltage.
- If at any time during the warranty period any part or parts of the Air Conditioner are replaced with a part or parts not supplied or approved by Dometic, this warranty shall immediately become void.
- To the extent permitted by law, the company's maximum liability under this warranty is to repair or replace the Air Conditioner (at the company's election).

**WARRANTY EXCLUSIONS****This warranty does not cover:**

- Any Air Conditioner which has been:
  - (a) Subject to misuse, neglect, accident or alteration by any person.
  - (b) Damaged or destroyed by fire, flood, act of God or other inevitable accident.
- Fair wear and tear.
- Damage/poor performance from foreign substances such as dirt, liquid or vermin/insect infestation.
- Travelling expenses or call out fee to and from authorised service agents' premises.
- Cleaning of the filters, air inlet and outlets, condensation drains and coils. This is considered to be part of normal product maintenance.
- Non operation of the Air Conditioner or resultant loss or damage to the unit where the Air Conditioner has been operated in an out of level position.
- Freight cost of the Air Conditioner to or from point of service, or transit damage.
- Resultant or consequential loss or damage sustained by the purchaser.
- Non operation of the Air Conditioner or resultant damage to the unit where the Air Conditioner has not been installed or operated in accordance with the manufacturer's instructions.