

Climate Care Two Year Extended Warranty

Did you know that there is an optional two year extension to the manufacturer's warranty on Bonaire Integra II and coolers and Bonaire 4 and 5 star ducted heaters?

How do I obtain this Climate Care 2 year extended warranty?

Simply go to the Customer Care Extended Warranty registration on our website, www.bonaire.com.au and fill out all of the details.

You can fill this application out now or anytime up until six months from the date your unit was installed.

You will automatically be sent an email acknowledgement of your application.

During the fifth year of your coolers life, Climate Technologies Service Department will contact you to arrange a full inspection and service for the evaporative cooler. This service is charged at standard market rates applicable at the time.

The completion of this service will automatically qualify the cooler for a two year extension to the standard warranty.

This service can only be undertaken by Climate Technologies Service Technicians or authorised appointed representatives. Services by technicians not directly employed by or authorised by Climate Technologies will not qualify the unit for the two year warranty extension.

On completion and payment for this service, Climate Technologies will forward a certificate which provides details of the warranty and the expiry date of the extension.

If at the five years you do not want to proceed with the service, you have the option not to proceed and whilst no charges will apply, no extension of warranty will be offered.

What does the Climate Care extended two year warranty cover?

Should a problem or fault occur due to faulty material or workmanship within the extended two year period, Climate Technologies will repair the product covering parts and labour only.

Warranty will be provided in conjunction with the terms and conditions of the original warranty.

Climate Care extended warranty is not applicable to units purchased for commercial use.

The benefit of the Climate Care warranty is not transferrable and cannot be sold, assigned or transferred in any other way by the purchaser to any other person.

In the event of a request for repairs and no fault is found or the fault falls outside the terms and conditions of the original warranty, the customer will be liable for all costs incurred.

The extended warranty is provided in addition to the Standard Warranty and in addition to the statutory warranties contained in the Australian Consumer Law and provided to you as a purchaser of a Climate Technologies product.

Warranty Terms and Conditions

1. The Climate Care extended warranty certificate MUST be produced on request from an attending Service Technician
2. Climate Care extended warranty does not cover:-
 - Caused by accidental damage, misuse, neglect, negligence, or act of nature, Including but not limited to damage caused by fire, flood, infestation by insects, or vermin of any nature)
 - Units that have not been maintained in a fully serviced condition as detailed in the Owner's Manual
 - Faults caused by factors other than normal domestic use in accordance with the Owner's Manual.
 - Provide instructions on the use of programming, coding or set up of the product or controls.
 - Noise or vibration that is considered normal operation
 - Normal routine service and maintenance as is recommended in the Owner's Manual
 - Repairs outside normal Monday to Friday business hours
 - Fitted with a non-genuine spare part.
 - Any unit that has been removed and installed in another location
 - Consequential loss or damage of any type whatsoever.
 - Consumable items such as cooler filter pads
3. The Climate Care extended warranty is an extension only of the original 5 years parts and labour warranty and does not further extend the structural, corrosion, heat exchanger or burner warranties.
4. Travelling costs associated with service or repairs shall be borne by the owner for any product installed outside the Climate Technologies normal servicing areas.
5. Subject to the terms and conditions of this extended warranty, in the event that a default is discovered, during the term of this extended warranty, Climate Technologies will, at its sole discretion, elect to either repair or replace the product or part thereof.
6. The unit must be serviced in accordance with the recommendations set out in the Owner's Manual.

Australian Consumer Law Disclaimer:

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.