

---

## Standard Warranty

### IMPORTANT:

The warranties contained in this document (“**the warranty**”) are provided voluntarily by Climate Technologies (as supplier) to you (as consumer) in relation to your purchase of a product from Climate Technologies (“**the product**”) and are in addition to any rights you may have under the Australian Consumer Law or other applicable legislation. Please read this warranty in full and complete the Dealer / Product information on page 4. KEEP this with your original purchase documents for any claim you may wish to make under this warranty.

### WARRANTY PROCEDURES:

**Firstly refer to your owner’s manual to ensure that you have followed the correct operating procedures of your product, and refer to the trouble shooting guide to assist solving any problems you may have.**

1. Read this warranty statement carefully before you request warranty service as items related to installation are not covered by this appliance warranty.
2. A proof of product purchase must be provided by you to Climate Technologies when exercising any rights under this or any statutory or other warranty, as evidence that the appliance is within the relevant manufacturer’s warranty periods (which are outlined in the tables on pages 6 and 7 of this warranty).
3. This warranty is only for Climate Technologies products and associated original controls for Climate Technologies manufactured product.
4. Only an authorised Climate Technologies service provider may carry out a warranty service.
5. To the extent permitted by law, any statutory warranty that applies to goods sold by Climate Technologies is valid for 12 months from the date of purchase and any additional warranties provided to you are at the sole discretion of Climate Technologies.

Climate Technologies provides the following Manufacturers warranty on new products in addition to all implied warranties and other statutory rights which you may have under the Australian Consumer Law and similar State & Territory Laws, subject to the following terms and conditions.

### Terms and Conditions:

This warranty is subject to, and conditional upon, the following terms and conditions:

- Subject to the exclusions noted, Climate Technologies warrant the product for the period as prescribed in the table on pages 6 and 7 of this statement to be free from inherent defects in materials and workmanship for functional and structural components.
  - This warranty is only valid if the product is operated and maintained in accordance with the manufacturer’s instructions
  - The appliance must not be modified or changed in any way.
  - Your proof of purchase MUST be produced before free service will be provided.
  - Travelling time and mileage are included in the service within 30km of either your authorised Climate Technologies dealer or service provider’s
-

premises. Customers in areas other than the above are responsible for any travelling time and mileage required to carry out warranty repairs.

- The product purchased and subject to this warranty must be installed by a qualified person in the manner prescribed by local & statutory regulations and to the manufacturer's specifications.
- Service within the terms of this warranty will be recognised where Climate Technologies are satisfied that the product or part was supplied within the relevant time limits (prescribed on pages 6 and 7 of this warranty). You are required to keep, and provide Climate Technologies with, proof of purchase and Dealer / Installer information in relation to the product the subject of your warranty claim.
- Product fitness for purpose and overall system design / sizing is solely the responsibility of the dealer / installer and, to the extent permitted by law, Climate Technologies takes no responsibility for, and this warranty is not valid to cover, any loss that is suffered by you as a result directly or indirectly of purchasing a product that is not fit for the purpose you intended or is in any other way inadequate for this purpose. This includes but is not limited to heat load calculations, air flow, system balancing, humidity, water quality etc.
- The product must be installed in an easily and safe accessible area for service. Where appliances are installed in areas not easily and safely accessible, costs will be borne by you for any access equipment required to be utilised by a representative or agent of Climate Technologies, in the event that maintenance of such an appliance is required.

### **DIY installation Warranty**

If the product has been installed DIY or other than by an authorised person, a supply part only warranty will apply. Only parts will be supplied free of charge and then only on the return of the faulty part. In the event that a warranty claim is made to which this provision applies, you will be responsible for all labour charges incurred for the part to be fitted by a qualified person, such person to be appointed by Climate Technologies or one of their authorised dealers. The labour warranty as prescribed in the tables on pages 6 and 7 of this warranty are void where the product in question has not been installed by an authorised person.

### **Remote Location Warranty**

If the product has been installed outside of the Climate Technologies service network, a supply part only warranty will apply. Only parts will be supplied free of charge where the product the subject of the warranty claim was installed further than 30km from the nearest Climate Technologies authorised dealer or service providers premises, and then only on the return of the faulty part. In the event that a warranty claim is made to which this provision applies, you will be responsible for all labour charges incurred for the part to be fitted by a qualified person, such a person to be appointed by Climate Technologies or one of their authorised dealers. The labour warranty prescribed in the tables on pages 6 and 7 of this warranty are void where the product in question has been installed in an area outside the Climate Technologies network (as prescribed above).

### **Effect of this Warranty**

If you, as the purchaser of a product sold by Climate Technologies, comply with your obligations under this warranty document and a defect exists in a product you have purchased from Climate Technologies, Climate Technologies will, at its sole discretion, repair or replace the defective product (or part of it).

---

Any remedial work undertaken by Climate Technologies or one of its approved representatives or agents will be conducted at Climate Technologies sole expense, subject to the terms and conditions and exclusions contained in this warranty.

Climate Technologies will not reimburse you for any expense you have incurred in applying for a remedy under this warranty, including, but not limited to, any telephone calls or postage expenses incurred.

### **Exclusions to warranty**

The following are not covered under this warranty, and Climate Technologies takes no responsibility for the replacement, repair, service, maintenance or otherwise of:

- Consumable items which are subject to wear and tear such as filter pads, drive belts, batteries and bearings;
- Any third party components used as part of the installation such as grille filters, ducting, fittings, zone motors and pipe work. These items are warranted from your place of purchase;
- Damage caused by elements such as wind, rain, lightning, floods etc along with power spiking and brownouts which are not considered by Climate Technologies in their sole discretion (acting reasonably) to be defective material or workmanship;
- Damage caused by outside elements such as pests, animals, pets and vermin or similar that may cause damage to the product;
- Harsh environmental situations such as salt air that may cause cabinet damage and/or rusting.

Please be aware that to the extent permitted by law, the manufacturer does not accept liability or any claims for damage to building contents, carpet, walls, ceilings, foundations or any other consequential loss incurred by you or any other person as a result of the purchase or installation of a product from Climate Technologies or by any other means, whether such loss was incurred directly or indirectly. For the avoidance of doubt, damage resulting from power spikes, incorrect operation, incorrect installation, and incorrect maintenance is also not covered under this warranty and such damage is not the responsibility of Climate Technologies.

All warranties contained in this warranty are given for the exclusive benefit of you as the purchaser of a Climate Technologies product and are not transferable and cannot be sold, assigned, gifted or transferred in any other way.

### **Events where warranty may be void**

In the event that any of the following occur, this warranty may be void, and Climate Technologies reserves the right to refuse to repair, replace, service, perform maintenance of or otherwise act in accordance with a term of this warranty in relation to a defective product, where:

- there is no certificate of compliance for plumbing, electrical or refrigeration as required by State & Territory Laws;
  - The product operates defectively due to failure of electricity, gas, water or refrigerant gas supplied;
  - The defect is caused by neglect, incorrect application, abuse or by accidental damage to the product;
-

- An unauthorised person has attempted to repair the appliance;
- A situation arises which is referenced in the trouble-shooting guide (because you as the purchaser are required to remedy such a situation yourself).

Please note that a charge will be made for work done or a service call made where the Climate Technologies authorised representative or agent determines at his/her sole discretion (acting reasonably) that there is nothing wrong with the product in question.

### **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 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.

### **PROOF OF PURCHASE**

**It is important that the name of the Dealer or Retailer from whom you purchased your product and the name of the installer are recorded on this page. The installer is responsible for the correct installation, start up and demonstrating the operation of this product. The Dealer or retailer is also responsible for issuing the relevant Certificates of Compliance (these may differ from state to state).**

**Please attach your proof of purchase here. Your receipt, along with the terms of this document is your warranty and will be required to validate any claim made under the terms of this warranty.**

<b>Dealer/Retailer:</b>	
<b>Dealer Address:</b>	
<b>Dealer Phone Number:</b>	
<b>Unit Model Number:</b>	
<b>Serial No:</b>	
<b>Date installed:</b>	
<b>Installed by:</b>	
<b>Date Commissioned:</b>	
<b>Commissioned by:</b>	<b>Signature:</b>

---

---

## HOW TO EXERCISE YOUR RIGHTS UNDER THIS WARRANTY

Only qualified service personnel should conduct any service work carried out on the Climate Technologies product. It is important that periodical service is carried out on your product to ensure you will receive the efficiency benefits the product provides.

If you acquire a product or service from Climate Technologies which is defective, please contact your nearest Climate Technologies representative on the phone numbers or emails listed below, or contact your nearest Climate Technologies Service Provider. Please note you will be required to show proof of your purchase, and comply with the terms and conditions and all other applicable provisions of this warranty in order for Climate Technologies to proceed with the remedial action prescribed under this warranty.

For service in metropolitan areas, ring the telephone numbers or email to the addresses below:

<b>South Australia</b>	1300 665 087	<a href="mailto:saservice@climtech.com.au">Email: saservice@climtech.com.au</a>
<b>New South Wales</b>	1300 665 087	<a href="mailto:nswservice@climtech.com.au">Email: nswservice@climtech.com.au</a>
<b>Queensland</b>	1300 665 087	<a href="mailto:nswservice@climtech.com.au">Email: nswservice@climtech.com.au</a>
<b>Australian Capital Territory</b>	1300 665 087	<a href="mailto:nswservice@climtech.com.au">Email: nswservice@climtech.com.au</a>
<b>Western Australia</b>	1300 665 087	<a href="mailto:waservice@climtech.com.au">Email: waservice@climtech.com.au</a>
<b>Victoria/Tasmania</b>	(03) 8795 2456	<a href="mailto:vicservice@climtech.com.au">Email: vicservice@climtech.com.au</a>
<b>Mobile Callers all states</b>	(03) 8795 2456	

For service outside of metropolitan areas, please contact your nearest Climate Technologies Service Provider as shown below:

<b>Western Australia</b>	1300 668 742	<a href="mailto:waservice@climtech.com.au">Email: waservice@climtech.com.au</a>
<b>All other states</b>	Locate your nearest Service Provider on our website <a href="http://www.bonaire.com.au/support/service/default.aspx">http://www.bonaire.com.au/support/service/default.aspx</a>	

The business address of Climate Technologies is:

26 Nylex Avenue, Salisbury, SA, 5108

---

**PERIODS OF WARRANTY – Years By Product And Application:**

**Ducted Gas Heating**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Heat Exchanger	10	3	2	2
Burner	10	3	2	2
**All other components	3	3	1	1

\*\* Excluding consumables and third party supplied components, which are not covered by this warranty.

**Ducted Reverse Cycle Air Conditioning**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Compressor	5	5	2	2
**All other components	5	5	2	2

\*\* Excluding consumables and third party supplied components, which are not covered by this warranty.

**Dual Cycle Refrigerated Air Conditioning**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Compressor	5	5	2	2
** All other components	5	5	2	2

\*\* Excluding consumables and third party supplied components, which are not covered by this warranty.

**Ducted Evaporative Air Conditioning - Domestic**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Corrosion on Cabinet	25	3	2	2
Structural Guarantee	10	3	2	2
** All other components	3	3	1	1

\*\* Excluding consumables and third party supplied components, which are not covered by this warranty.

**Ducted Evaporative Air Conditioning –Commercial Industrial**

Unit Components	Parts	Labour
Corrosion on Cabinet	2	2
Structural Guarantee	2	2
** All other components	2	2

\*\* Excluding consumables and third party supplied components, which are not covered by this warranty.

**Space Heater - Wall Furnace**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Heat Exchanger	10	2	2	2
Burner	10	2	2	2
All other components	2	2	1	1

**Space Heater - Heritage**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Heat Exchanger & Burner	10	1	1	1
Blower (Fan)	2	2	1	1
All other components	1	1	1	1

**Space Heater - Executive**

Unit Components	RESIDENTIAL		COMMERCIAL	
	Parts	Labour	Parts	Labour
Heat Exchanger & Burner	5	5	1	1
Blower (Fan)	2	2	1	1
All other components	1	1	1	1

**Warranty on Replacement Parts**

Parts replaced under warranty are warranted for the balance of the original warranty period.

**Aged New Product Warranties**

The terms of this Standard Warranty apply where the product is purchased and installed by the original purchaser within 3 years of the manufacturing date. To the extent permitted by law where, for whatever reason, a product is not installed within a period of 3 years of the manufacturing date of that product then the following warranty conditions will apply:

- For a product that is installed more than 3 years but less than 5 years from the date of its manufacture, the statutory warranties under the Australian Consumer Law or any other applicable legislation will apply and any voluntary warranty originally supplied by Climate Technologies under the terms of this warranty will be reduced by 1 year.
  - To the extent permitted by law, for a product that is installed more than 5 years from the date of its manufacture, the statutory warranties under the Australian Consumer Law or any other applicable legislation will apply to electrically functioning components only. No other components will be covered by either this warranty or any warranty provided under the Australian Consumer Law or any other applicable legislation.
  - For the avoidance of doubt, where a product is installed more than 5 years from the date of manufacture, no voluntary warranty originally supplied will be valid and Climate Technologies will not be responsible for the repair, replacement, service, maintenance or otherwise of the product, unless required to be pursuant to the Australian Consumer Law or similar applicable legislation.
-