

## TURNER ENGINEERING WA PTY LTD WARRANTY

### CHIGO AIR CONDITIONERS: 5-YEAR WARRANTY FROM DATE OF PURCHASE.

1. Subject to the conditions of this warranty, Turner Engineering WA Pty Ltd or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour if, in the opinion of Turner Engineering WA Pty Ltd or its Authorised Service Agent, the product is found to be defective due to faulty workmanship or materials.
2. This warranty only applies to Chigo products purchased in Western Australia and sold by Turner Engineering WA Pty Ltd or its authorised Distributors or Dealers and only where the product is used and serviced within Western Australia. Warranty cover only applies to service carried out by a Turner Engineering Service Agent and only if valid proof of purchase is presented when warranty service is requested.
3. This warranty only applies if the product has been installed by a licensed tradesperson and has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of Turner Engineering WA Pty Ltd).
4. This warranty only covers use of the product where the climatic comfort of humans is the primary function (i.e. not primarily for climatic control of electronic or mechanical equipment) and excludes damage, malfunction or failure resulting from:
  - a) misuse, abuse, neglect, accidental damage or modifications.
  - b) infestation by insects or vermin;
  - c) incorrect installation and application, improper voltage or mains supply problems;
  - d) natural disaster or acts of God (i.e.: hail, lightning, flood, fire, earthquake, etc.)
  - e) rust or damage caused by exposure to corrosive conditions;
  - f) an accessory, component or other equipment not supplied by Chigo Air Conditioners;
  - g) improper maintenance by customer (refer to maintenance section of Operating Instructions);
  - h) where no actual fault of the product is determined to have occurred, during a customer initiated service call, and where the perceived problem is explained within the Operating Instructions (including the Troubleshooting section), warranty service is not applicable.
5. Service may be refused if the unit is not installed with compliance to the relevant Australian Standards, including, but not limited to AS/NZS 3000, AS/NZS 3008 and AS/NZS 1668.
6. This warranty only applies once reasonable, safe and unimpeded access for service personnel is assured. This warranty does not cover any additional labour or equipment cost associated with achieving such access, when the product is installed in elevated or restricted-access locations, or any situation potentially unsafe for service personnel.
7. The warranties hereby conferred do not extend to, and exclude any costs associated with the installation, de-installation or re-installation of a product, delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring due to, during, associated with, or related to such installation, de-installation, re-installation or transit.
8. To claim warranty service, when required, you should: Telephone Turner Engineering WA Pty Ltd on (08) 9236 3800. Provide a copy of your purchase receipt as proof of purchase date Note: Home service is available within the normal operating area of the nearest Turner Engineering WA Pty Ltd Authorised Service Agent. Service outside the normal operating area of the nearest Authorised Service Agent may incur a travelling fee from that Authorised Service Agent.

In addition to your rights under this warranty, Chigo products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the goods and be compensated for the drop-in value of the goods. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If there is a major failure with the product which cannot be remedied, then you must notify us within a reasonable period by contacting Turner Engineering WA Pty Ltd. If the failure in the product is not a major failure, then Turner Engineering may choose to repair or replace the product and will do so in a reasonable period from receiving notice from you.

**THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE) SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES**

If you require assistance regarding warranty conditions or any other enquiries, please contact us by phone on 9236 3800. If phoning in, please ensure you have your operating instructions available. Turner Engineering WA Pty Ltd. ABN 43 009 381 373, 102 Discovery Drive, Bibra Lake WA 6153 - [www.tewa.com.au](http://www.tewa.com.au). Purchasers - Please record the following details for future reference should Installation or Service requirements arise;

Indoor Model No: \_\_\_\_\_

Outdoor Model No: \_\_\_\_\_

Indoor Serial No: \_\_\_\_\_

Outdoor Serial No: \_\_\_\_\_

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

Supplier: \_\_\_\_\_ Phone no: \_\_\_\_\_

Suppliers Address: \_\_\_\_\_

Installer: \_\_\_\_\_ Phone no: \_\_\_\_\_

Installers Address: \_\_\_\_\_

Owners Name: \_\_\_\_\_

Address: \_\_\_\_\_