

AIR CONDITIONER

Residential

(up to 18kW capacity)

SENEL INVESTMENTS PTY. LTD.

A.B.N. 413 177 956 52

Victoria

40 The Gateway
Broadmeadows VIC 3047
Phone: (03) 9359 1299

New South Wales

14/49-63 Victoria St
Smithfield NSW 2164
Phone: (02) 9748 4700

www.promaaair.com.au

IMPORTANT

Please keep this Warranty in a safe place.
It is valuable.

The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the product which the consumer has under the Trade Practices Act and similar State and Territory Laws.

Please complete and keep with original purchase docket.

OWNER'S NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ POSTCODE: _____

MODEL No: _____ SERIAL No: _____

DATE OF PURCHASE: _____

INVOICE/SALES DOCKET No: _____

RETAILER'S NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ POSTCODE: _____

OWNER RESPONSIBILITY

Before you request service to the product under this Warranty please check the following to save money. You will have to pay for attention to faults and correction of all faults or problems not related to the product.

POWER: Check that the power plug is pushed in and the power is switched on. If there is still no power check whether there is power at the point by using another appliance. Also check that the circuit breaker has not been tripped.

USER CONTROLS: Ensure that all user controls are correctly set.

INSTALLATION: Confirm that the product is correctly installed by a licensed installer if necessary consult with the installer.

OBSTRUCTIONS: The Warranty does not cover problems caused by dirty air filters, air flow obstructions in the indoor or outdoor section of the product, leaves, dust, or foreign objects blocking vents and coils. These are important points to be kept under observation and should be checked regularly. Blocked drainage pipes can cause condensate water to leak out of the product instead of draining from it. Check in humid weather. Regular checks for and clearance of obstructions are the owners responsibility.

RELOCATION: This Warranty does not cover relocation or re-installation and set up of the product.

BATTERIES: This Warranty does not apply if the product is damaged by the use of exhausted, leaking or used batteries or fails to function correctly as a result of the use of such batteries.

1. This Warranty:

- covers the product described above against labour and faulty materials for a period of two (2) years and five (5) years on compressor from the date of purchase.
- covers replacement of parts and repair labour provided under this Warranty for the remainder of the period of Warranty for the product into which they are incorporated or applied.
- only covers the product if purchased in Australia and operated in Australia or its territories.
- does not cover any consumables including accessories and/or air filters supplied with the product unless such items are shown to be defective when the product was first purchased by the consumer.
- this warranty applies for domestic use only. Please consult your Sales Agent for non-domestic warranty details and is limited to products with an output capacity of up to 18KW.
- does not cover any damage to paintwork, metalwork, or finished trims of the product caused by weathering, atmospheric fallout, hail, salt, or other corrosive residue.

2. This Warranty will not apply if:

- the product is damaged by the use of an accessory not supplied by Senel Investments.
- the product is damaged by a consumable which is not supplied by Senel Investments or its recognised retailer and where the consumable is not of an equivalent standard and quality.
- the product is damaged by exhausted, leaking or used batteries or fails to function correctly as the result of the use of such batteries.
- the product case is opened by a person other than Senel Investments's recognised retailer or repairer, or the recognised retailers repair agent.

- the product is faulty or has substandard performance resulting from incorrect or poor installation
- the product is damaged by a failure to check and clear obstructions in both indoor and outdoor sections of the product, including the air filters, vents, coils and drainage pipes.
- the product is installed in a moveable dwelling, e.g., caravan or boat.
- the product is re-installed during the period of the Warranty at any location other than the original location.
- the product is installed in non-domestic or non-commercial premises.
- the product is used for a purpose other than the cooling and heating of air for the physical comfort of humans.
- faults or substandard performance resulting from operation at conditions outside the operating conditions as specified in the Prima Air Conditioners technical or sales literature applicable to the air conditioner

3. Under this Warranty:

- product defects covered by this Warranty will be, during normal business hours repaired by Senel Investments's recognised repairer, or the recognised retailer's agent without cost to the owner for parts and repair labour or, at the option of Senel Investments, the product will be replaced. (Contact the Senel Investments office in your State for details of recognised repairers).
- the owner is responsible for all transport costs and intransit insurance costs if the product or part has to be returned for repair to Senel Investments's recognised retailer or repairer, or the recognised retailer's repair agent. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Senel Investments will not accept responsibility for damage to the product caused by unsuitable or inadequate packing.
- the owner is responsible for all travelling and transport costs if the owner requests any repair to be performed at premises outside areas normally serviced by Senel Investments's recognised retailer's repair agent.
- the owner is responsible for providing reasonable and safe service access to the product. This Warranty does not cover any costs or additional labour associated with gaining access to the product installed in restricted access or high locations.
- the owner is at all times responsible for the repair of defects caused by accidental or intentional damage, improper voltage, fire, misuse, abuse, neglect, alterations by or negligence of the consumer, incorrect or incomplete installation or operation by the consumer, Acts of God (including any electrical surge), vermin or foreign matter entering the product, e.g. dirt and moisture. The OWNER RESPONSIBILITY list is provided to help in this regard. Refer to the Owner's Instruction Manual for operation and other information.
- The Owner will be liable for any costs incurred by Senel Investments if the problem is not covered by the provisions of this Warranty or the Owner's Statutory Rights

4. For repair of the product under this Warranty:

- the retailer should be contacted within thirty (30) days of the fault developing.
- this Warranty with the original purchase documents and compliance certificates must be presented to Senel Investments's recognised retailer or repairer or the recognised retailer's repair agent.

5. Various warranties or conditions may be implied or obligations may be imposed on Senel Investments by provisions of the Australian Consumer Law and other laws in force in Australia. If any such provision applies, then to the extent permitted by law and to the extent that this Warranty is given in addition to such warranties or conditions, any liability under this Warranty is expressly limited to:

- in the case of products, the replacement of the product, the payment of the cost of replacing the product or of acquiring an equivalent product, at the discretion of Senel Investments; and
- in the case of services, supplying the services again or the payment of the cost of having the services supplied again, at the discretion of Senel Investments.

6. This is the only Warranty given by Senel Investments on this product. No other person or non-statutory organisation is authorised by Senel Investments to vary the provisions and conditions of this Warranty.