# Reverse Cycle Air Conditioner Manufacturer's Warranty

Haier

Dear Owner,

Thank you for choosing a Haier Air Conditioner (" **Product** ").

Correct operation of your Product together with regular maintenance will ensure that you enjoy years of delightful cool summers and warm cosy winters.

This booklet contains very important details about your Product manufacturer's warranty. Please read it carefully before arranging a service call to avoid incurring costs.

Throughout your Product's life, we strongly recommend that you clean the air filters and evaporators and give the Product a trial run several weeks before the start of each season. We also strongly recommend that you ensure the Product is cared for and maintained in accordance with the "Maintenance" section of your Owner Manual/Operating Instructions.

Should you wish to have a maintenance check and service carried out on your Product, you can arrange this by calling Haier Customer Care on 1300 729 948 in Australia or 0800 424 372 in New Zealand. **This service is not covered by your manufacturer's warranty and a charge will apply.**

There is an installed base of many millions of air conditioners in Australia and New Zealand and subsequently specialist technicians' availability is at a premium during the first few high/low temperature days. An early trial run will give you the opportunity to check and if necessary organise a service call before the season's rush commences.

## Parties

Fisher & Paykel Appliances Ltd, a company incorporated in New Zealand and whose registered office is at 78 Springs Road, East Tamaki, Auckland, New Zealand ("**we**", "**us**" or "**our**") as importer of Haier-manufactured Air Conditioners, provide the below manufacturer's warranty in respect of the Product, to the original purchaser or to a purchaser from an original purchaser (" **buyer**" or "**you**") where proper title can be shown.

## Australian Consumer Law

1. Our goods, including the Product, 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, including the Product, repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. This manufacturer's warranty is in addition to any rights and remedies that you may have under the Australian Consumer Law or any other law in relation to the Product. No other person, company, entity or corporation is authorised to offer or give on our behalf, any other warranty.
3. We note that in addition to this manufacturer's warranty, you may also wish to rely on your statutory rights and remedies under the Australian Consumer Law. If this manufacturer's warranty does not apply, you may have rights, for example, under the consumer guarantees in the Australian Consumer Law which include, for example, guarantees relating to acceptable quality of products and goods matching their description. Please note that this is not intended to be an exhaustive list of the consumer guarantees or the rights available to you under the Australian Consumer Law.

## Manufacturer's Warranty

4. We warrant that, subject to clause 5 below, we will, at no charge to you, either repair or replace (at our discretion) the Product during normal working hours with the same or equivalent product if:
   (a) for all Products with less than 25kW system cooling capacity, during the first five (5) years
   from the date of purchase, your Product proves defective by reason of improper workmanship or material; or
   (b) for all Products with 25kW or more system cooling capacity, during the first two (2) years from the date of purchase, your Product proves defective by reason of improper workmanship or material.
   (c) for all Chiller products, during the first one (1) year from the date of purchase, your Product proves defective by reason of improper workmanship or material.
5. For Products that are installed on sites which involve or are ancillary to or are for the purpose of mining activities (including for the avoidance of doubt, accommodation for miners), during the first eighteen (18) months from the date of purchase, we will repair or replace (at our discretion) the Product at no charge if the Product proves defective by reason of improper workmanship or material.
6. Any replaced Product /component carries a warranty for the balance of the applicable original warranty period (i.e. the applicable period in clause 4(a), 4(b), 4(c) or 5 above) and the original Product /component replaced will become our property. Should we decide, in our absolute discretion, to replace your Product pursuant to clause 4 or 5 above, we may substitute your Product with an equivalent product from the current Haier Air Conditioning products range.
7. Important: Apart from other exclusions expressed elsewhere in this booklet we specifically draw your attention to the exclusions on pages 5 and 6 of this booklet.
8. These warranties are an extra benefit and do not affect your legal rights.

Making a Claim

9. In order for you to be entitled to make a claim under the manufacturer's warranty granted above, you must:
   (a) carry out the checks provided on page 9 of this booklet and ensure that you can provide us with proof of purchase of the Product and that the Product is accessible for service and assessment by us or our agents; and
   (b) within the relevant period specified above in clause 4 or 5 (as applicable): either:
      (i) contact the installer/original retailer who may elect to confirm whether the Product has been correctly installed before they book a service call on your behalf; or
      (ii) contact Fisher & Paykel Appliances
         (A) in **Australia** on 1300 729 948 or at Fisher & Paykel Appliances, PO Box 798, Cleveland 4163, Queensland, Australia, Attn: Haier Customer Care; or
         (B) in **New Zealand** on 0800 424 372 or at Fisher & Paykel Appliances, PO Box 58546, Botany 2163, Auckland, New Zealand, Attn: Haier Customer Care; or
      (iii) log a warranty claim on the relevant page on our website in Australia at **www.haier.com.au** or in New Zealand at **www.haier.co.nz** and
   (c) make available for inspection by the service technician upon arrival to inspect the Product:
      (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the original supplier, the date and place of purchase, the Product name or other Product serial numbers; and
      (ii) all of your records of all service and maintenance carried out to the Product.
10. Any cost or expense you incur in claiming under the manufacturer's warranty will be borne by you.

### Manufacturer's Warranty Exclusions

11. This manufacturer's warranty does not cover, to the extent permitted by law:
    (a) Defects, damage or malfunctions of the Product resulting from:
        (i) Abnormal use of the Product including use of the Product other than in its normal and customary manner including applications in an environment where the prime purpose is not for the comfort of humans, or where misapplied.
        (ii) Wilful damage and vandalism, negligent use, accident, war, Act of God, neglect, normal wear and tear, weathering (including atmospheric fall out or pollution, solar radiation, hail, salt, geothermal sulphur contamination environments or other corrosive residue).
        (iii) An act by you that causes the Product to become of unacceptable quality.
        (iv) Damage caused by vermin, foreign matter (including dust, dirt, moisture etc).
        (v) Environmental or site conditions not conforming to the Product specifications.
        (vi) Alteration, modification, adjustment, repair or testing of the Product not approved or conducted by us or our authorised dealers or nominees or using replacement parts or refrigerant not approved by us which results in damage to the Product.
        (vii) Damage to the Product resulting from use of equipment not approved by us for use with the Product.
        (viii) Electrical supply fluctuations, faulty, incorrect or undersized external electrical wiring, incorrectly sized circuit breakers/fuses, incorrect power supply or interference not originating within the Product.
        (ix) Installation in transportable mobile or marine applications or re-installation at any location other than the original location.
        (x) Any costs you incur to alter the Product from its original form as sold to you or customise the Product for your use.
        (xi) A Product which has had the serial number removed or made illegible.
        (xii) Fraud, theft or loss resulting from the use of the Product.

(xiii) Damage to the Product resulting from incorrect installation, installation by unqualified persons or installation without compliance certificates required by local electrical codes, local plumbing codes or other bylaws/ regulations. Furthermore any installation which is deemed to be in breach of any or all electrical codes, local plumbing codes and bylaws in effect at time of installation, or any installation which is contrary to the stipulations as set out in the installation instructions for the relevant Product may void any or all provisions of the manufacturer's warranty for the Product in question.

(xiv) Replacement, supply or servicing of consumable items including (without limitation) filters, batteries, refrigerant gas and belt drives.

(xv) Damage or problems resulting from operating the Product beyond the specified operating conditions set out in the Product's Owner Manual/Operating Instructions.

(xvi) Instruction in the correct operation and maintenance of the Product.

(xvii) Where it can be determined that any problem or defect is a result of any failure to comply with any instructions or observe any warnings in the Owner Manual/ Operating Instructions including but not limited to any failure to perform (or to perform properly or competently) service and maintenance requirements.

(b) The cost of travel incurred for a service technician to get to and from the location of the Product, if the location of the Product is either:

(i) outside the metropolitan areas of capital cities; or

(ii) more than 35 kilometres away from one of our branches or service representatives.

(c) Any costs, or additional labour or equipment associated with gaining acceptable and safe service access to Product installed in restricted, high or unsafe locations, and/or the removal and replacement of any barrier, walls, roofs, fences etc.

(d) Any costs incurred by the service technician in gaining access to the Product which are necessary to comply with any safety or workplace safety requirements and/or any other relevant regulations.

However, nothing in this manufacturer's warranty is intended to limit any rights you may have under the Australian Consumer Law or any other law to recover the costs of inspecting or returning the goods to us that cannot be excluded by law.

General Provisions

12. This manufacturer's warranty only covers the Product when purchased and used in the Commonwealth of Australia or New Zealand.
13. We assume no obligations or liability for additions or modifications to this manufacturer's warranty unless made in writing and signed by an officer of Fisher & Paykel Appliances Ltd.
14. We are not responsible in any way for any ancillary equipment not furnished by us which is attached to or used in conjunction with the Product, or for the operation of the Product with any ancillary equipment, and all such equipment is expressly excluded from this manufacturer's warranty.
15. We are not responsible in any way for any failure and/or inadequate performance of the Product which arises from use in the Product of non-genuine spare parts. This manufacturer's warranty will not apply in relation to the use of non-genuine spare parts in or with the Product. We strongly recommend that only spare parts supplied or approved by us are used in the Product.
16. If your Product has been installed by someone other than a registered Fisher & Paykel Appliances or Haier Air Conditioning installer, Fisher & Paykel Appliances Ltd and its employees, contractors and representatives are not responsible for any loss or damage caused by the incorrect installation of your Product. This manufacturer's warranty does not apply to a Product that has been incorrectly installed and we expressly disclaim all liability resulting from incorrect installations or installations that do not conform to local electrical codes, local plumbing codes, Occupational Health and Safety requirements, and bylaws which are legislated or in effect at the time of installation.

Limitation on our Liability

17. To the extent that we are the supplier of your Product, and we are permitted by law to limit our liability as a supplier for failure to comply with a consumer guarantee, our liability is limited to, in our discretion:
    (a) the replacement of the goods or the supply of equivalent goods;
    (b) the repair of goods;
    (c) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
    (d) the payment of the cost of having the goods repaired.
18. However, nothing in this manufacturer's warranty is intended to limit any rights you may have to recover costs from us in our capacity as a manufacturer under the Australian Consumer Law or another law which cannot be excluded by law.

Please read this important advice and note the warning before arranging a service call:

Air conditioning systems are similar in some ways to other goods you may be more familiar with. Their performance may be adversely affected by external influences that are not the fault of the Product. Some examples of this include a television with a poor picture which could be caused by a misaligned antenna or a leak in a washing machine which may be due to a poorly attached water tap.

Similarly, air conditioning systems may not work or give poor performance due to factors external to the Product.

It is therefore prudent to first go through our list of possible items you may have overlooked. After checking the list, if you are still not satisfied with the result then contact your dealer/ installer who may elect to confirm whether the Product has been correctly installed before they book a service call on your behalf.

If you choose, you can arrange your own service call by telephoning Haier Customer Care on 1300 729 948 in Australia or 0800 424 372 in New Zealand. However, should it transpire that the fault is not with the Product, you will be charged for all costs associated with the service call.

**To avoid a service charge, please check the following items carefully:**

- Controls are properly set.
- The air filter is fitted and is not dirty or blocked (refer to the "Maintenance" section of your Owner Manual/Operating Instructions).
- The air conditioning system is not operating on its Defrost Cycle (heating units only) – refer to your Owner Manual/Operating Instructions.
- The air flow is not obstructed to or from the Product on either the indoor or the outdoor units.
- The outside coil is not blocked with leaves, soot, dust, dirt etc. The performance of the Product can be seriously impaired by blockage with possible damage to the Product if it is not corrected. In some cities, country areas and industrial districts, blockage can occur within 12 months and in these areas your installer or our service technician will gladly quote for regular maintenance visits that include comprehensive cleaning.
- The water drain is not blocked. Under humid conditions, water should drip or run from the drain chute or drain pipe at the rear of the unit. A blocked drain will cause water to splash from the Product instead of dripping from the drain.
- The air deflection louvers are not pointing down. This may cause short cycling of the conditioned air and frequent stops and starts of the compressor. The remote control has active batteries which may need to be replaced and, if required, the Product may need to be re-set (refer to your Owner Manual/Operating Instructions).

If after checking the above items your Product requires attention please contact us with a description of the fault and the model and serial number of the Product:

In **Australia** telephone 1300 729 948 or email **customer.care@haier.com.au** ; or

In **New Zealand** telephone 0800 424 372 or email **customer.care@haier.co.nz**

If a service is to be carried out, reasonable access to the Product will be required. If you have any doubts as to the accessibility of your Product, please advise the service technician prior to arrival so that access arrangements can be made.

When making a service enquiry/booking please have a description of the fault and the model and serial number of the product available. This will ensure your Fisher & Paykel Service Technician has all available information on your product before he or she calls on you.

Manufacturer's Warranty Registration (Owner's Copy)

For your own records we suggest you fill in and retain the detail below, paying particular attention to recording the model and serial numbers of the Product and the details regarding the licensing of your installer.

Unit Model No Indoor _____

Outdoor _____

Unit Serial No Indoor _____

Outdoor _____

Purchased from _____

Invoice No _____

Contact Phone No _____

Installed by _____

License No _____

Contact Phone No _____

Date of Commissioning _____

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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your dealer to ensure this booklet correctly describes the product currently available.

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