

Our Products 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.

No Realcold employee, Authorised Agent, or Authorised Repairer has the authority to vary the terms and conditions of this warranty.

Products covered for warranty may be replaced with refurbished Products of the same type rather than be repaired, in order to limit the inconvenience to the Owner. Refurbished parts may be used to repair the Products.

Use of the Product indicates your acceptance of these terms and conditions.

To Make A Warranty Claim:

Call **1300 REALCOLD** or email **warranty@realcold.com.au**

When contacting Realcold for assistance, please ensure you provide your name and address, model number, serial number, date of purchase, name of installer, and complete description of the issue, to enable us to assist you as promptly as possible.

Please note, the Authorised Repairer attending on site will ask to see records of maintenance/services conducted on the Product. Please ensure that you keep this information with this warranty card.

Realcold Pty Ltd Warranty Terms & Conditions for Gree Air Conditioners

IMPORTANT

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

Register your warranty at www.realcold.com.au

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Warranty Terms and Conditions

Subject to the terms and conditions below, Realcold Pty Ltd will authorise a free of charge repair of your Gree air conditioner if fault is due to manufacturing or materials defect.

This Warranty Covers:

- a. The original Product against defects and labour from date of purchase by the Owner, for the periods below:
 - i) FIVE YEARS: Residential Application (house, apartment, townhouse, villa or flat, excluding serviced apartments or holiday letting).
 - ii) ONE YEAR: Commercial Application (Office, retail, wholesale, entertainment, recreation, health, aged care, school, college, universities or industrial. Hotel, motel, serviced apartment or holiday letting i.e. short term transient accommodation).
- b. Replacement of parts provided under warranty for the remaining period of warranty for the original Product purchased
- c. Product purchased and operated within Australia and it's territories
- d. Repairs to be carried out within normal business hours, Monday to Friday, by an Authorised Repairer
- e. Original Purchaser/Owner only. Warranty of Product is not transferrable to any other party.

This Warranty Does Not Cover:

- a. Consumables and accessories (e.g. air filters, batteries) unless found to be defective at time of purchase of Product
- b. Cosmetic or physical damage
- c. Defects caused by incorrect voltage, or Products operated outside of published maximum ratings
- d. Defects caused by fire, misuse, negligence, alterations, Acts of God, normal weathering/wear and tear, corrosive atmospheric conditions, vermin or foreign matter entering the Product
- e. Issues arising from faulty or incorrect installation, of both the original Product and/ or any consumables/accessories
- f. Additional labour or costs to gain access to Product installed in restricted, high or unsafe locations
- g. Travel/transport costs incurred by Authorised Repairer if Product located more than 20km for location of Realcold branch or Authorised Agent/Repairer
- h. Cost of transporting faulty Product back to Realcold branch or Authorised Agent/ Repairer
- i. Reinstallation at another location. Warranty covers original installation only.

Warranty is Void If:

- a. Regular maintenance is not carried out at intervals not exceeding 12 months by a qualified Refrigeration & Air Conditioning tradesperson

- b. Product case is opened or repairs are made to the Product by persons not authorised to do so by Realcold
- c. Product is damaged by use of accessory or consumable not supplied by Realcold or an Authorised Agent, or the incorrect installation of consumable
- d. Product is damaged due to failure to check and clear obstructions including air filters, vents, coils and drainage pipes
- e. Product is installed in a moveable dwelling (e.g. boat, caravan)
- f. Product is used for purpose other than cooling and heating of air for the physical comfort of humans
- g. The serial number of the Product is removed or illegible
- h. Product is damaged or fails to function correctly by use of exhausted, leaking or used batteries

Owner's Checklist:

Prior to requesting repairs under the conditions of warranty, it is advised that Owner's check the following to avoid incurring any unnecessary expense, should an issue be found to not relate to defective Product:

1. Power supply: Check that power to the Product is switched on, and if possible check power point using another appliance. Also check your circuit breaker.
2. User Controls: Check that the user controls are correctly set.
3. Installation: Confirm that the installation of the Product was done correctly, and if necessary consult the installer.
4. Obstructions: It is the owner's responsibility to check and clear any obstructions, such as dirty air filters, leaves, dust, foreign objects or blocked drainage pipes.
5. Batteries: Ensure that batteries are replaced.

Refer to the Product Manual for further information.

PLEASE COMPLETE AND KEEP WITH ORIGINAL PURCHASE DOCKET

Outdoor Unit Model #		Outdoor Unit Serial #	
Indoor Unit Model #		Indoor Unit Serial #	
Purchased From		Date Purchased	
Installed By		Date Installed	
Licence Number		Owners Name	
Owners Address			