

Air Conditioning Warranty | Effective January 2019

Air Conditioning Split Systems



INDOOR &
OUTDOOR UNITS

RESIDENTIAL APPLICATION

5 YEARS
PARTS & LABOUR

COMMERCIAL APPLICATION

1 YEAR
PARTS & LABOUR

INSTALLATION
(WHEN COMPLETED BY CHROMAGEN)

1 YEAR

ALL OTHER PARTS (i.e. PIPEWORK, VALVES, ETC)
(WHEN SUPPLIED BY CHROMAGEN)

1 YEAR

Images shown are representative only.

Chromagen Australia warrants these Galaxy Air branded products purchased in Australia will be free from defects in material and workmanship for the duration of the above warranty periods, subject to the following terms and conditions outlined below.

The above is subject to an area within a 30 kilometre radius of the Chromagen Distributor or Branch from where the unit was purchased. Customers outside this area will be subject to any freight costs and any traveling charges incurred by the Chromagen representative carrying out rectification work.

An 'after hours' service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as the hours from 8.00am to 5.00pm Monday to Friday (excluding public holidays).

Warranty period

The warranty period commences from the date the appliance was installed.

Chromagen Australia reserves the right to request proof of purchase and/or compliance certification to verify the installation date.

In the event the installation date is unknown or evidence cannot be produced, the warranty period will be deemed to have commenced as of the manufacture date as indicated on the name plate of the unit.

To adhere to these warranty periods the product must be installed, operated and maintained as per the product manual and in accordance with relevant Australian Standards and any applicable local regulations.

Where a component or unit has failed and been replaced under warranty, the existing warranty period continues and all new parts are subject to the original warranty period.

Normal wear and deterioration is excluded under these warranty terms.

Warranty Exclusions

Warranty claims will be refused or additional service charges will apply if any of the following occurs:

- Where the fault is related to the installation and the installation was not completed by Chromagen Australia;
- Where the fault has resulted from incorrect use or operation contrary to the product manual;
- Where the fault is determined to be related to insufficient or faulty electrical supply;
- Where the product is not in a serviceable condition, including but not limited to; any service, repairs, modifications or replacement that has been carried out by an unauthorised person;
- Where the product is not in an accessible location; i.e. due to cabinetry, fixed furniture, trees, fences, etc;
- The product shows evidence of misuse, abuse or incorrect application contrary to the manual;
- Accidental damage including but not limited to fire, theft, etc;
- Any acts of God or environmental conditions that result in damage to the product including but not limited to; excessive moisture, salt air, hail, wind, storms, lightning, floods, infestation by rodents or other vermin;
- Where the component is; or the fault is due to a component not supplied by Chromagen Australia e.g. Pipework, valves, etc;
- Where the product requires additional lifting or access equipment to inspect, service, repair or replace;

Warranty claims will be refused where access to the product is deemed unsafe.

Chromagen Australia is not responsible for:

- Any and all consequential loss or damage arising from defects that can lawfully be excluded;
- Any costs of tradespeople that are not authorised by Chromagen Australia or;
- Any costs, including service call-out fees for an authorised technician, should your product not be covered under warranty.

Chromagen Australia reserves the right to use fully functional components from defective units for the purposes of service and/or repair.

Chromagen Australia reserves the right to have the product returned to its warehouse for full inspection by its engineers.