

Terms & Conditions

This warranty is applicable to products purchased and installed in Australia.

The Warranty Terms & Conditions outlined in this document are in addition to the owner's statutory rights under the Australian Consumer Law (ACL) Act of 1st January 2011.

This warranty applies to:

Temperzone Product Range	Warranty Term
OSA/ISD <28KW (Standard Split Ducted systems)	5 Years Parts and Labour
OSA/ISD>28KW (Standard Split Ducted systems)	2 Years Parts and Labour
OPA, VPA (Standard Air Cooled Package Units)	2 Years Parts and Labour
HWP/CWP (Standard Water Cooled Package Units)	1 Year Parts and Labour
IJD/IMD/IMDL/ MT (Standard Chilled Water Units)	2 Years Parts and Labour
Heat Pump Water Heater Range	2 Years Parts and Labour
Custom Made to Order Products	1 Year Parts and Labour
Accessories	1 Year Parts and Labour
Spare Parts	1 Year Parts Only

Hitachi Product Range		Warranty Term	
Wall Mounted Split Systems	'P' Series YHAB	6 Years Parts and Labour	
	airHome 400, 500 & 600 Ranges	6 Years Parts and Labour	
Floor Mounted Split Systems (RAF)		5 Years Parts and Labour	
airCore 700 Single Split Ducted, Cassette & Ceiling Suspended systems		6 Years Parts and Labour	
Multi-Split systems (RAM)*		6 Years Parts and Labour*	
VRF air365 Max Top flow & Indoor units		1 Year Parts and Labour	
SideSmart Horizontal flow VRF & Indoor units Mini VRF (RAS-HNBRKQ1) series & Indoor units		Commercial Use	1 Year Parts and Labour
		Residential Use	5 Years Parts and Labour
Air Cooled & Water Cooled Screw Chillers		1 Year Parts and Labour	
Accessories		1 Year Parts and Labour	
Spare Parts		1 Year Parts Only	

*6 year warranty applies to Multi-Split (RAM) units sold from 1 October 2024. Units sold prior to this date have a 5 year warranty.

How to make a claim on this warranty:

Call 1800 211 800

Or email the customer care centre at:

warrantyservice@temperzone.com.au

When you contact us: Please ensure you let the customer care centre know the model and serial number of your equipment, plus the date of original purchase and invoice number.

To Our Valued Customers

Thank you for choosing a quality Temperzone air conditioning system.

Even the best equipment provides better service when correctly maintained. To enjoy many more years of reliable service from your temperzone air conditioning system, please ensure that:

1. The return air filter is cleaned regularly.
2. The outdoor unit is kept clear of debris and garden matter.
3. Maintain the unit annually, as per Temperzone or Hitachi's recommended yearly maintenance guide available at Temperzone: www.temperzone.com Hitachi: www.hitachiaircon.com.au

Terms of the Temperzone Warranty

What it covers

If any defect in your Temperzone or Hitachi air conditioning system is caused by FAULTY MATERIAL or WORKMANSHIP within the warranty term, starting from the date of original purchase, it will be rectified without cost for both labour and material by the Temperzone Service Centre or a Temperzone appointed agent.

What isn't covered by the warranty?

1. Failure to start due to voltage conditions, blown fuses or other damage caused by inadequate or interrupted electricity supply.
2. Damage caused by accident, misapplication, abuse, alteration, tampering or servicing by anyone other than a qualified person.
3. Damage resulting from incorrect installation, commissioning or use other than in accordance with the supplied installation and operating instructions.
4. Damage caused by using the air conditioning unit in a corrosive atmosphere or by filter neglect.
5. Replacement of any worn air filters, drive belts or remote control batteries if applicable.
6. Damage or deterioration to the external surfaces, coils or components caused by normal weathering.
7. Freight and travel charges for work performed or parts supplied outside the area normally service by Temperzone service personnel or appointed agent.
8. Field wiring, refrigerant pipe run between units, the condensation drainpipe or other accessories by third party.
9. Consequential damage or loss including any financial losses as a consequence of equipment failure.
10. Any costs or additional labour associated with gaining acceptable service access to equipment to carry out repairs in a safe manner.
11. Damage caused by vermin, foreign matter, misuse, or acts of god such as fire, floods and earthquakes.
12. Damage or problems resulting from the use of an accessory not supplied by Temperzone

The warranty does not apply if:

1. Issues relate to unsatisfactory performance as a result of operation or conditions that are outside of the operating conditions specified in Temperzone or Hitachi technical / sales documentation.
2. Issues or unsatisfactory performance is the result of misapplication of the equipment.
3. Any unauthorised modification has been made to the equipment or any part has been substituted or replaced with non-original items.
4. Regular service has not been carried out by an appropriate ARC licensed Installer. (Hitachi)
5. The unit is used other than for the heating and cooling of air for human comfort - unless approved by Temperzone.
6. The system is installed in a mobile application (e.g. caravan, boat, crane).

Recommended yearly maintenance*

1. Check air filters, vacuum, wash clean or replace as necessary.
 2. Check condensate drain for free drainage.
 3. Check compressor compartment for oil stains indicating refrigeration leaks.
 4. Check suction and discharge operating pressures.
 5. Check the tightness of electrical connections to the compressor, the contractor.
 6. Check for correct operation of all electrical equipment i.e. de-ice control, H.P and L.P safety controls and compressor contactor.
 7. Check all refrigeration piping for chafing and vibration.
 8. Check the operation of electric heaters if fitted.
 9. Check air supply at all diffusers.
 10. Check for noise and vibration and correct as necessary.
 11. Check the tightness of all fan and motor mountings.
 12. Check for insulation and duct damage and repair as necessary.
 13. Remove lint and dust accumulation from outdoor coil fins.
 14. Touch up all paintwork damage to prevent corrosion.
- * In Order to maintain optimum efficiency and performance, it is recommended that the above is carried out by a qualified service provider

Important Notice

Our goods 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.

For Your Reference

Date Purchased: / /

Unit Model No.:

Date Commissioned: / /

Unit Serial No.:

Compressor Serial No.:

Installed By:

Phone Number:

Licence No.: