temperzone
climate innovations

Official distributor of Bosch Home Comfort Group
Hitachi Cooling & Heating

Warranty New Zealand

Updated October 2026

Terms & Conditions

This warranty is applicable to products purchased and installed in New Zealand.

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, PA, 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/IMDLQ/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

* 1 Year Parts & Labour for high usage applications (eg computer server rooms)

Hitachi Product Range		Warranty Term
Wall Mounted Split Systems	'P' Series YHAB	6 Years Parts and Labour *
	airHome 400 & 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, Horizontal flow SideSmart) & Indoor units		3 Year Parts & Labour
Mini VRF (RAS-HNBRKQ1) series & Indoor units		3 Year Parts & Labour
Air Cooled & Water Cooled Screw Chillers		1 Year Parts and Labour
Accessories		1 Year Parts and Labour
Spare Parts		1 Year Parts Only

* 3 Year Parts & Labour for high usage applications (eg computer server rooms)

Systems must be installed by a trained professional to qualify for warranty.

How to make a claim on this warranty:

Log onto our customer warranty platform at:

support.temperzone.com

Or call the customer care centre at:

0800 899 277

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.

PLEASE NOTE:
A Case Number registers your claim. It does not represent automatic liability by Temperzone Ltd.
Fault finding and diagnosis by Temperzone is a GUIDE ONLY as fault detail provided may be incomplete.
Responsibility for diagnosis remains with the Service Company

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 qualifying defect in your Temperzone or Hitachi air conditioning system is caused by FAULTY MATERIAL or WORKMANSHIP within the warranty term, it will be rectified without cost for both labour and material by the Temperzone Service Centre or a Temperzone appointed agent.
The warranty term, begins on the date of original purchase (invoice) from Temperzone Ltd. For large, non-residential (commercial) projects, the warranty period may alternatively commence upon product installation, provided valid proof of installation, is presented and approved by Temperzone Ltd, and installation, takes place within a maximum of 6 months from the purchase (invoice) date.

What isn't covered by the warranty?

1/ Electrical issues:

Damage or inability to start resulting from:-

- Voltage conditions, blown fuses or other damage caused by inadequate, fluctuating or interrupted electricity supply.
- Unstable or non-compliant power sources (e.g., solar, generator, battery).
- Incorrect Wi-Fi configuration, network connectivity problems, or conflicts with other devices on a network.

2/ Improper Handling or installation:

Damage or inability to start resulting from:-

- Accidents, misapplication, abuse, alteration, tampering or servicing by anyone other than a qualified person.
- Incorrect installation, commissioning or use other than in accordance with the installation, operating or technical documentation.
- Field wiring, refrigerant pipe between units, condensation drainpipe, BMS systems, Wi-Fi/ Bluetooth devices or any other accessories by third party.
- Third party coils or other devices (such as heat reclaim) or associated 3rd party controls
- Incorrect unloading or handling of products.

3/ Environmental and Maintenance:

Damage or inability to start resulting from:-

- Corrosive/contaminated atmosphere or environment.
- Filter neglect or worn parts (Eg: Filters, Belts & batteries)
- High dust, debris or poor air quality
- Deterioration to the external surfaces, coils or components caused by normal weathering.

4/ Access and Location-Related Costs:

- Freight and travel expenses for work performed or parts supplied outside the standard service area covered by Temperzone personnel or appointed agents (defined as within 100km of a town or city with a population of 20,000), unless prior written approval is provided by Temperzone.
- Any cost associated (including crane/scaffolding costs) with gaining acceptable service access to product installed in restricted or unsafe (e.g. high, tight spaces, inaccessible) locations.
- Any cost associated with inductions or access to products greater than 30 mins.
- The equipment must be installed, operated and maintained in accordance with Temperzone's installation, operation and maintenance instructions, applicable New Zealand Standards and all applicable statutory and regulatory requirements. Failure to comply with these requirements, including failure to provide the minimum service clearances and access specified in Temperzone documentation, may void warranty coverage and Temperzone shall not be responsible for any costs associated with gaining access to the equipment.

5/ External Factors:

- Damage caused by vermin, foreign matter, misuse, Acts of God such as fire, floods and earthquakes.
- Consequential damage or loss including any financial losses because of equipment failure.

The warranty does not apply if:

- Issues relating to unsatisfactory performance because of operation or conditions that are outside of the operating conditions specified in Temperzone or Hitachi technical / sales documentation.
- Issues or unsatisfactory performance is the result of misapplication of the equipment.
- Products are used for non-human comfort applications (e.g., server rooms, switch rooms, lift rooms, etc) without written approval.
- Regular service has not been carried out by an appropriate ARC licensed Installer. (Hitachi)
- Any unauthorised modification has been made to the equipment, or any part has been substituted or replaced with non-original items.
- Any damage in transit by a carrier not arranged by Temperzone
- The system is installed in a mobile application (e.g. caravan, boat, crane, portable/transportable homes, server rooms or mining equipment).
- Product which has been reinstalled at a location other than the original location in which it first operated.

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 aboves carried out by a qualified service provider*

For Your Reference

Date Purchased: ..... / ..... / .....

Unit Model No.: .....

Date Commissioned: ..... / ..... / .....

Unit Serial No.: .....

Compressor Serial No.: .....

Installed By: .....

Phone Number: .....

Licence No.: .....