

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 & Labour *
OSA/ISD >28KW (Standard Split Ducted systems)	2 Years Parts & Labour *
OPA, PA, VPA (Standard Air Cooled Package Units)	2 Years Parts & Labour
HWP/CWP (Standard Water Cooled Package Units)	1 Year Parts & Labour
IJD/IMD/IMDL/ MT (Standard Chilled Water Units)	2 Years Parts & Labour *
Heat Pump Water Heater Range	2 Years Parts & Labour
Boilers, Pumps & Radiators	1 Year Parts & Labour
Custom Made to Order Products	1 Year Parts & Labour
Accessories	1 Year Parts & 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 & Labour *
	airHome 400 & 600 Ranges	6 Years Parts & Labour*
Floor Mounted Split Systems (RAF)		6 Years Parts & Labour*
airCore 700 Single Split Ducted, Cassette & Ceiling Suspended systems		6 Years Parts & Labour*
Multi-Split systems (RAM)		6 Years Parts & 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 & Labour
Accessories		1 Year Parts & Labour
Spare Parts		1 Year Parts Only

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

** VRF systems must be commissioned by Temperzone to qualify for warranty.

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

How to make a claim on this warranty:

Owner

If you have a problem telephone your Installer (above).

If the original installer is not contactable:

Temperzone Customer Service:

Telephone: Auckland 279 5250, or outside Auckland 0800 TZWARRANT [0800 899 277]

Temperzone will advise a suitable company for you to contact to repair their unit.

Installer

- 1. Visit the site to diagnose the problem and to get the Serial No, Model No and Installation date of the faulty unit.*
- 2. Request allocation of a Temperzone Case Number by phoning Temperzone Customer Service at 0800 TZWARRANTY*
- 3. Customer Service will discuss the problem and possible causes with you. Once they have checked the validity of the claim and the unit is within warranty they will issue a Case No.*
- 4. Once you have a Case No. place a Purchase Order for the replacement parts ensuring you reference the Case No.*
- 5. Replacement parts will be invoiced at zero cost. However, Temperzone will invoice at full cost if:*
 - a) the Case No. has not been obtained prior to sending the Purchase Order,*
 - b) the Case No. is not referenced in the Purchase Order*
- 6. Retain any faulty items. Temperzone may ask for them to be returned for analysis*
- 7. Once the unit is repaired submit a Claim Invoice along with the Temperzone Warranty Service Report referencing the Case No., for labour, mileage and any other items used. NB. Labour limits and The Warranty Service form are published at www.temperzone.biz/NZ-Home/Warranty/NZ-Warranty.*
- 8. Once your Claim Invoice has been accepted and paid the faulty items may be disposed of.*
- 9. Temperzone Ltd retains the right to:*
 - a) Repair or replace the units themselves or use an agent to do so.*
 - b) Invoice the replacement part at full cost if considered necessary.*
 - c) Re-invoice the initial replacement at full cost if the item returned as faulty is not defective*

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

Even the best equipment provides better service when correctly maintained. To enjoy many more years of reliable service from your Temperzone or Hitachi 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.biz Hitachi: www.hitachiaircon.co.nz*

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*
- 13. The equipment has been re-installed at any location other than the original location.*

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 a qualified serviceperson*
- 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, HP and LP 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

For Your Reference

Date Purchased: / /

Outdoor Unit Model.:

Outdoor Unit Serial No.:

Indoor Unit Model.:

Indoor Unit Serial No.:

Date Commissioned: / /

Installed By:

Phone Number: