

## ADVANTAGE AIR WARRANTY

Advantage Air provides a “peace of mind” product warranty on all Advantage Air products. All products are warranted to have the performance stated, to be constructed of suitable and appropriate materials and to be of good and careful workmanship.

Advantage Air accepts liability or responsibility only pursuant to this Advantage Air Warranty.

Advantage Air shall replace components subject to a warranty claim, provided that Advantage Air’s liability in respect of the claim is limited to the replacement of the components only. All other conditions, warranties and liabilities whether express or implied by law, are otherwise excluded except for those provisions as provided for in the **Trade Practices Act**.

## WARRANTY PERIODS

The following warranty periods apply:

Air conditioning units	5 years from date of purchase
Zone Station ZSK2 control system	5 years from date of purchase
Zone10 control system	5 years from date of purchase
All other electronic control systems	5 years from date of purchase
All other components	10 years from date of purchase

## EXCLUSIONS TO WARRANTY

Unless specified otherwise under 'Warranty Periods', Advantage Air Warranty covers Advantage Air products only and excludes all labour and transport costs associated with the replacement of a defective component. Advantage Air does not accept any liability or responsibility for any loss or damage that may be caused or contributed to either directly or indirectly, by the faulty, incorrect, incomplete or improper installation of Advantage Air products.

The Advantage Air Warranty does not cover damage by Acts of God, riot, war, terrorism, accident, misuse, abuse, fire alteration of the product (in any manner or form whatsoever), faulty, incorrect, incomplete, or improper installation or operation of the product.

Warranties for remote control systems are only valid if an installer duly accredited or certified by Advantage Air installs the system.

Warranty claims are subject to inspection and acceptance by Advantage Air and a proof of purchase as well as proof of product defect will be required. Further, Advantage Air must have been notified promptly on the discovery of the defect and given a reasonable opportunity to inspect.

It should be noted that 240V damper motors, without exception, are covered for replacement only (no labour or other consequential costs whatsoever).

## REPLACEMENT / REPAIRS

Advantage Air will replace / repair faulty products as stipulated above (and as so designated by Advantage Air) and in accordance with the following procedures:

Customers are required to:

1. Supply proof of purchase.
2. Provide proof of defect (i.e. attend to the site and assess the fault and report on the fault).
3. Complete and forward to Advantage Air a properly completed warranty claim form (together with the proof of purchase and proof of defect).

Note:

- If the warranty relates to an Advantage Air product failure, Advantage Air is entitled to attend the site to replace or repair (as so designated by Advantage Air) the product at Advantage Air's cost.

- In the event that Advantage Air is unable to complete the warranty Advantage Air will only accept a charge from the customer if approved by a duly authorised officer of Advantage Air. If the installer knowingly installs the faulty componentry, Advantage Air will supply a replacement product only (no labour cost).
- If the warranty claim is not in respect to a product defect, Advantage Air will (at its absolute discretion):
  - a) With customer authorisation, repair and charge the customer according to the then relevant schedule of charges.
  - b) Advise the customer of the fault and charge a call out fee in accordance with the then schedule of charges.

## SCHEDULE OF CHARGES

The following schedule of charges currently applies:

<u>Description</u>	<u>Fee</u>
1) Call out fee	\$165 (inc GST) inc first hour
2) Labour charge for repairs unrelated to an Advantage Air product defect	\$110 (inc GST) / hour
3) Products damaged as a result of poor installation	Charged according to customer purchase prices

The above schedule of charges may change from time to time.

If the delivery cannot be made from the stock at the time of receiving an order from Advantage Air,

Advantage Air will deliver as soon as possible thereafter, provided however that Advantage Air will in no case be liable for any loss or damage howsoever caused by a delay in delivery.