



## LACOOL AIRCON EQUIPMENT PTY LTD AIR CONDITIONER WARRANTY AND POLICY (v1.9.10)

This warranty is supplied by Lacool Aircon Equipment Pty Ltd, 29 Wells road, Oakleigh 3166, Victoria, Australia

1. This Limited\* warranty entitles the purchaser to **FREE LABOUR AND REPLACEMENT OF ANY FAULTY COMPONENTS** in a Lacool supplied air conditioner for a period of 2 years from the date of purchase, **when serviced annually**, and subject to the following conditions: **The free labour component** of this warranty applies only to units installed in the Melbourne Metro area, outside this area please contact your installer or Lacool for possible labour charge.

\* Units used in a residential installation are covered by an additional 3 years; provided the unit is serviced annually and documentary evidence of this is produced when making a claim.

**The warranty period** commences within 6 months of warehouse dispatch or on the date the "Certificate of Compliance" was issued, whichever occurs first. **Warranty Claim** When you wish to make a claim, in the first instance please contact your installer to ascertain the nature of the problem and to avoid charges levied for non warranty items.

**Annual Preventative Maintenance** can be arranged through your installer or through Lacool.

**Environment** Lacool strongly believes annual service of your unit limits nuisance breakdowns and allows possible refrigerant leaks to be noticed early and repaired, therefore minimising damage to the environment.

**Please Note: Before contacting Lacool for a warranty claim, check the OWNER responsibility items, mentioned elsewhere in this document, to ensure that the fault is in fact related to the actual air conditioning unit and / or its associated cooling coil / fan coil. Lacool cannot accept responsibility for performance issues related to system design or limitations.**

2. For air conditioners used in commercial applications, the period of warranty is 24 months from the date of purchase, **when serviced annually**.

3. Parts replaced under this warranty will be warranted for the remainder of the original warranty duration.

4. Lacool or one of its duly appointed service agents will, during normal business hours, repair or replace any part which in the opinion of Lacool is defective due to faulty material or workmanship (**excluding installation workmanship**), provided that the appliance has been operated in accordance with the manufacturer's recommendations and instructions.

5. Consumable items subject to normal wear and tear, such as air filters and purifiers, will not be covered by this warranty. Replacement filters can be obtained through your local air conditioning contractor or supplier. Filters should be checked and cleaned on a one (1) monthly basis, subject to environmental conditions. Black charcoal air purifiers should be renewed on a six (6) monthly basis, or shorter. Failure to comply with these requirements will cause the cooling coil to get dirty and/or choking the coils, this resulting in reduced capacity. Breakdowns caused by blocked or choked coils shall not be construed as manufacturers defect and is not covered by warranty.



### WARRANTY REGISTRATION FORM ( Also available on line [www.lacool.com.au](http://www.lacool.com.au) )

For your warranty to be effective, please complete the details below and return this Form within 30 days of the date of purchase to: Lacool Aircon Equipment Pty Ltd, 29 Wells road, Oakleigh 3166, Victoria.

Your warranty details or other proof of purchase must be produced before warranty service will be provided.

Please register my new air conditioner for a: 5 year warranty (domestic use) 24 month warranty (commercial use)

Purchased from: ..... Date of purchase: .....

Mr/ Mrs/Ms ..... Email: .....

Address .....

City .....

Outdoor Serial No: ..... Model No: .....

State ..... Postcode .....

By Licensed Installer ..... REC nr. ....

Certificate of Compliance. Number: .....

Compressor: Pressure (kPa): ..... (suction) ..... (discharge) ..... Refrigerant

Installer email .....

Outdoor Ambient: ..... (°C) ..... (RH)

Additional R22/R410a added (gms): .....

Note : .....

6. The **owner** responsibilities: a) the owner is responsible for the correct operation and annual maintenance by a **licensed air conditioning technician**. b) To mitigate installation fault the owner shall ensure that the air conditioner is installed by a **licensed air conditioning technician** and installations shall be required to comply with all statutory requirements. Fault arising from installation defect shall not be covered by this warranty. c) Consult, in the first instance, with your installer on the nature of the fault to avoid unwarranted call out charges. Warranty call out identified not to be manufacturing defect such as faulty material or manufacturing workmanship, or to be installer workmanship shall attract a **Warranty Call Out Charge**. d) The owner shall ensure that the air inlet and outlet on the outdoor unit is kept clear of any obstructions such as barrier, leaves, plants etc. **Unobstructed discharge air passage is required for the proper operation of the air conditioner**. e) The owner shall familiarise himself with the **OPERATION MANUAL** that comes together with the air conditioner before operating the unit.
7. This warranty does not apply to any air conditioner that has been:
- a) Subject to misuse, negligence, or alteration by any person;
  - b) Removed and/ or re-installed at any other location;
  - c) Hired to any person;
  - d) Damaged or destroyed by fire, flood, act of God or accident;
  - e) Infestation by insects, vermin and/or rodents;
  - f) Used with any spare parts other than genuine spare parts;
  - g) Damage or problems resulting from incorrect or poor installation;
  - h) Faulty or incorrect electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electromagnetic interference, replacement of fuses shall not be covered under this warranty;
  - i) Damage or deterioration to the external surfaces and refrigeration coils caused in a corrosive environment;
  - j) Installed in a transportable or mobile application (eg caravan or boat).
8. All consumables such as batteries and filters supplied with the equipment shall not be covered under the warranty unless it is shown to be defective at the time of installation
9. Your warranty certificate or other valid proof of purchase (ie Tax Invoice) must be produced before warranty service is provided.
10. Any costs or additional labour associated with gaining acceptable service access to equipment installed in restricted or unsafe locations (eg above 1.5 m or on roof level) shall be the responsibility of the owner.
- Lacool technicians must observe all applicable O H and S regulations.**
11. Freight charges (including insurance) or travelling cost for repairs further than 40km from the CBD will be charged separately.
12. Nothing contained in this warranty has the effect of, nor is intended to, restrict, modify or exclude the operation of any of the provisions contained in Part V of the Trade Practices Act or any similar State legislation regarding goods or services.
- 13 For this warranty to be effective, please fill in the details on the attached Warranty Registration Form and return the form to Lacool Air Conditioning at the address set out at the top of this page within 30 days of the date of purchase.

Extract from Installation & Operation manual	Monthly	Yearly
<b>By End User</b>		
Air filter cleaning	X	
Remote Control if supplied ( Battery )		X
<b>By Licensed Technician</b>		
Air filter inspection		X
Indoor Coil & fans		X
Outdoor Coil & fans		X
Tighten all Electrical Connections		X
Refrigerant Charge		X



REPLY  
PAID

Lacool Aircon Equipment Pty Ltd,  
29 Wells road, Oakleigh 3166, Victoria, Australia