

Warranty Conditions

- A.** A warranty only applies where :-
- The product has been purchased in Australia and sold by Authorised Retailers, Distributors or Dealers and only where the products are used and serviced within Australia
 - The customer has and can produce for inspection a valid proof of purchase
 - The product has only been used in a domestic application.
 - It has been installed and operated in accordance with the operating instructions under normal use and reasonable care
 - It has not been damaged by the use of accessories which are defective or incompatible with the product.
 - It has not been tampered with or repaired (including unauthorised alterations) by anyone other than the AWA Service Centre or one of its Authorised Service Centers.
 - Where required under the warranty terms (particularly air conditioners) the product has been installed by a qualified licensed Refrigeration Mechanic and licensed Electrician in accordance with Australian Standards and State Legislation and the customer has the installer license details, refrigeration compliance or commissioned certificate and electrical safety certificate
- B.** A warranty does not cover:-
- Damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accidental damage, misuse, neglect, build-up of dirt or dust abuse, wear and tear, maladjustment of customer controls, mains supply problems, thunderstorm activity or Acts of God, pixel error, infestation by insects or vermin, Rust or damage to paintwork caused by corrosive atmosphere or any foreign object or matter having entered the product.
 - Cost associated with additional travel if the product is located outside the normal servicing area and place of purchase.
 - Failure to correctly operate the product according to its operating instructions or user manual.
 - Cabinet parts, user replacement batteries or leads.
- C.** If the warranty allows for the product to be serviced “on-site”, then service visits to the customer premises will be made during normal working hours. If an appointment is made with a customer and the service technician meets that appointment and is unable to obtain access to the product, AWA will be entitled to make a separate charge for service call fee, time and distance travelled.
- D.** In the case of “on-site” service the customer must make the product reasonably accessible for repair. AWA is not responsible for the costs of de-installation or re-installation including but not limited to mounting, plumbing or electrical work and may charge separately if these costs are incurred. The customer is responsible for any additional costs such as labour or plant hire costs associated and incidental to gaining access to the product or other components installed in difficult, unsafe or high locations (particularly air conditioners).
- E.** If the warranty allows for the product to be serviced by returning it to AWA or one of its Authorised Service Centres – “return to depot” - the customer is responsible for the cost of transport to and from AWA or the Service Centre and is responsible for any damage to the product in transit.
- F.** AWA or its Authorised Service Centres may charge for work done where the product is found to not be defective and is in good working order.
- G.** AWA is not liable for consequential damage or any loss suffered through or resulting from the non operation or ineffective operation of the appliance.