

# Warranty Policy

As at Jan 2022

## 1.1 GUARANTEED 12 MONTH WARRANTY

All compressors, condensing, condensing units, drop-in units, slid-in units, and all Haiton products are backed by a 12-month warranty since the date of purchase. Please note, there are limitations to this warranty (1.3).

## 1.2 OUR WARRANTY TO YOU

Haiton International Pty Ltd is a certified manufacturer and our products are carefully tested before shipment. All of our products are backed by a warranty program. Please provide us your receipt or tax invoice when claiming your warranty. Please note that some our warranty can only be claimed by qualified mechanics\*. Haiton reserves the right to explain this interpretation.

*\*qualified mechanics are mechanics who have valid (not expired) licenses approved by the ARC or Fair Trading.*

Haiton International Pty Ltd warrants your product to be free from physical defects in material and workmanship for a period of 1-year from the date of the original retail purchase. If you discover a defect caused by the product itself, we will repair the product at our option using new or refurbished components and we will pay a fee of \$150 to you or refund the full payment of the product. If the defect was not caused by the quality of the product then you will have to pay us an amount of \$150 for repair.

### 1.2.1 These conditions only apply if:

1. The product fails to meet the product specifications listed.
2. The product is under 1 HP, you can send back to base to for repair.

### 1.2.2 However, these conditions DO NOT apply if:

1. The product consists of more than 1 HP then we can arrange an independent mechanic to check the cause of defect and report back to us.
2. The product failure was not caused by the product quality.

### 1.2.3 Product failures are NOT covered by warranty

Our warranty covers defects in manufacturing that arise from the correct use of the device. It is limited to defects in materials or workmanship and does not cover damage caused by abuse, misuse, unauthorized modification, lightning or power surge damage, extreme heat or cold, and corrosive environments.

Our warranty also does not cover the normal wear and tear on covers, cases, housing, connectors, and accessories. The warranty does not apply to any product with a missing, altered, or defaced serial number.

### 1.2.4 Repair services during holidays / emergency services\*

*\*services outside our standard 8.30am-5pm business hours*

When you request a service from Haiton (e.g. repair, installation, etc.), by default you have selected the Standard Service Contract. In Haiton's Standard Service Contract, Haiton's technicians will provide the service within 24-72 hours from the time your request is received on Haiton's platforms (e.g. phone call, email).

We cannot deliver the service under these circumstances:

1. Immediately, on the same day that your request is received; such as within 8 hours of your request
2. The date you requested for service is an Australian public holiday.

If you would like faster service, please specifically request the Emergency Service Contract and Haiton will deliver the service within 5hrs~72 hours (the time depends on your location), regardless if the date of your request is on a business day or a public holiday.

NOTE: The Emergency Service Contract is NOT selected by default. It must be requested specifically.

### 1.3 LIMITS OF LIABILITY

Warranty will not apply if:

- The product was not used according to its intended function;
- The customer failed to maintain cleanliness and led to natural dust congestion, in that case please clean your products;
- The product failed because the customer decided to replace mechanical parts from brands other than Haiton.
- The customer hired a third party for repair and demands Haiton to pay the cost incurred.

If the customer is in any of the above situations, Haiton will not be liable to the customer or anyone else for any damages that result from the failure of the product. These damages include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use of or inability to use this product. Express or implied warranties are disclaimed.

In no event will Haiton Int'l Pty Ltd be liable for more than the price of your product AT THE TIME OF PURCHASE.

Haiton International Pty Ltd specifically disclaims all other warranties, expressed or implied, and the user shall deem the installation or use of this product an acceptance of these terms.

### 1.4 THIRD PARTIES

The customer must contact Haiton first when product fails and the customer would like a repair service or warranty claim. Haiton will then assist the customer in the repair service. However, if the customer decides to hire a third party for repair WITHOUT notifying Haiton first, Haiton is not liable to pay any cost or damages incurred thereafter.

### 1.5 WARRANTY CLAIMS TIME AVAILABILITY

Service under warranty shall only be available between the hours of 8.30am to 5.00pm Monday to Friday, and excludes public holidays, and warranty does not include routine maintenance service including filter cleaning, rectification of faults arising from power failure, misuse of equipment, lack of routine maintenance or operator error.

Warranty for the purpose of this product is either:

1.5.1 Installation warranty; a guarantee of workmanship and associated ductwork and materials on new installations for a period of 12 (twelve) months from date of Installation whereby Haiton Air Conditioning & Refrigeration Pty Ltd will repair the product in the event of any defect;

1.5.2 Service warranty; a guarantee of workmanship for service repair work for a period of 3 (three) months where the works will be performed again in the event of any defects associated with the initial service work.

All costs of freight and travelling expenses associated with making a claim under this warranty are to be paid by the customer.

The goods come with guarantees that cannot be excluded under the Australian Consumer Law. The customer is entitled to a replacement or refund for a "major failure" and for compensation for any other reasonably foreseeable loss or damage. The customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a "major failure".

The benefits to you given by Haiton Air Conditioning & Refrigeration's warranty are in addition to other rights and remedies that you may have under law in relation to the products to which this warranty relates. Air conditioners for commercial uses are required to have services done quarterly every year. For domestic uses, it is required to have servicing done twice a year. Servicing fees are \$180. Inabilities to have the servicing done may fail the warranty.

If the customer wishes to make a claim under this warranty, they should:

1. Contact: 02 9749 5401, or
2. Visit Haiton International Pty Ltd Head Office at Unit 19, 4A Bachell Ave, Lidcombe NSW 2141

## 1.6 SHIPPING COSTS

1.6.1 Warranty Repairs; The customer is responsible for the cost of shipping the product to Haiton International Pty Ltd. If the product is covered and repaired under warranty then Haiton International Pty Ltd will pay to ship the product back to the customers return address. Haiton International Pty Ltd will not pay any custom clearance fees or duties.

1.6.2 Out of Warranty Repairs; If the product is not covered under warranty, the customer is responsible for all shipping costs and all repair costs. Haiton International Pty Ltd will not pay any custom clearance fees or duties.

As at Jan 2022, subject to change