



# 5 YEAR WARRANTY

## Parts & Labour

**5 Year Parts & Labour Warranty is available for standard air-cooled Ducted and Underceiling Split Systems and Packaged Rooftop Systems up to 28 kW capacity.**

### How to Register a Unit for 5 Year Warranty

A temperzone 5 Year Warranty booklet is available for you to leave with your clients. It informs the end user of the conditions of the warranty, records who did the installation and tells them how to make a claim.

1. Complete the Warranty Registration card in a **temperzone** supplied 5 Year Warranty booklet, recording the model and serial number of both the indoor and outdoor unit.
2. Fill in contact details on the inside back cover of the warranty booklet.
3. Tear out the registration card and post to **temperzone** within **14 days** of installation.
4. Leave the booklet with your client.

**NOTE:** If you have a job or site lot of units you do not have to fill in a Registration card for each unit. List the models and serial numbers on a separate page, attach the page to a single completed registration card.

**IMPORTANT:** The 5 Year Warranty starts from the date the products are invoiced.

Units that are not registered for a Five Year Warranty will still be covered by **temperzone's** 12 months Parts & Labour Warranty – subject to the terms and conditions on the warranty document and temperzone's General Conditions of Sale.

To replenish your stock of 5 Year Warranty booklets, ph. 09-279 5250 or fax 09-275 5637.

### Terms & Conditions

#### This Warranty Covers :

**temperzone** branded air cooled air conditioning units up to 28 kW nominal cooling capacity purchased and installed in New Zealand.

#### Warranty Period

Items found to be defective within five years of the air conditioning units original purchase date will be repaired or replaced by a **temperzone** Approved Installer during normal business hours without cost to the owner for the parts and direct repair labour.

#### It is conditional on :

1. The air conditioning unit being installed by a qualified service technician in accordance with the appropriate installation and maintenance instructions.
2. The equipment being regularly maintained by a qualified service technician in accordance with the manufacturer's maintenance instructions.

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### **It does not apply if :**

1. The serial number of any unit has been defaced, removed or altered.
2. Damage or problems resulting from the use of an accessory not supplied or approved by **temperzone**.
3. The damage is caused by accident, misapplication, abuse, alteration or tampering.
4. The damage is caused by faulty external wiring, incorrect or fluctuating power supply, or any outside electromagnetic interference.
5. The damage is caused by a failure to clean filters, clear drains and keep the units clear of obstructions.
6. The unit is installed in a mobile application (eg caravan, boat, crane).
7. The unit is used other than for the heating and cooling of air for human comfort.
8. The equipment has been re-installed at any location other than the original location.

### **It Does Not Cover :**

1. Consequential damage.
2. Consumable items such as filters, belts, and batteries.
3. Field wiring, condensate drain pipes or refrigerant pipe runs between units.
4. Any deterioration to the casing, coil, pipework, joints and electronics caused by using the unit in a corrosive environment.
5. Normal annual servicing costs.
6. Damage caused by storm, fire, flood, vandalism, earthquake, vermin or any other outside agency.
7. Cost incurred because of restricted or unsafe access to the equipment.
8. Freight and travel charges for repairs outside the area normally serviced by the installer.

### **Maintenance :**

To comply with the terms of the Warranty, your air conditioner needs to be serviced by a qualified service technician in accordance with the relevant Installation & Maintenance instructions.

## **How To Make A Warranty Claim**

1. Visit the site to diagnose the problem and to get the Serial No, Model No and Installation date of the faulty unit. **Before** doing any work on the faulty unit, complete step 2.
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 are tabled below. The *Warranty Service Report* form is published at **[www.temperzone.biz/Technical/NZ-Warranty/New-Zealand-Warranties](http://www.temperzone.biz/Technical/NZ-Warranty/New-Zealand-Warranties)**. Temperzone does not accept mark-ups on consumables supplied under warranty, eg refrigerant)
8. Once your Claim Invoice has been accepted and paid the faulty items may be disposed of.

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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 No. 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.

## How To Return Goods

If **temperzone** requests you return faulty goods under Warranty for analysis, **temperzone** will supply you with an Return Material Authorization (RMA) form to return with your goods so they are easily identified. Failure to use this form may result in the part being returned to you.

## Warranty Labour Hour Limits

Note: Overtime rates are not paid for after-hours work

Action Taken	Maximum Hours
<b>General</b>	
Accessing Unit and Making Good After	1.00
Initial Diagnosis	1.00
<b>Refrigeration System</b>	
System open/close. Allows for the preparation to replace any item in the system. Includes for refrigerant recovery, evacuation, re-charging and leak check (or Outdoor unit changeover).	4.00
Compressor changeover	2.00
Refrigerant Leak	1.00
Reversing Valve changeover	1.00
TX Valve/Accurator/EEV/Check Valve changeover	1.00
<b>Electrical &amp; Mechanical System</b>	
Ducted/Cassette Indoor Fan Motor changeover	3.00
Hi-wall Indoor Fan Motor changeover	1.00
Outdoor Fan Motor changeover	1.50
Contactors/De-Ice/OUC/Timer	1.00
Controller/Thermostat/PCB changeover	1.50
<b>Travelling Time</b>	
To and from Site (Total)	2.00
To and from t/zone factory or 2nd Site Visit (Total)	2.00
<b>Vehicle Expense (mileage)</b>	
Limited to 70 km total per claim	\$0.77/km
<b>Labour Rates</b>	
Acceptable Direct Labour Cost/Hour	\$70.00
Note: Overtime rates are not accepted for after hours work	

*Refrigeration example:*

*Total TX Valve change time = Open/close 4 hrs + TX Valve change 1 hr = 5 hrs*