



Nothing tells you more about a manufacturer's confidence in their own product than the warranty they offer.

- 10 year Labour
- 10 year Parts
- 10 year Cabinet
- 25 year Corrosion

CoolBreeze, manufacturer of high quality evaporative air conditioning systems, offers a full 5 year warranty on all air conditioner parts and 5 year warranty on labour.

Plus if you register for our extended warranty program and have your air conditioner serviced by CoolBreeze within its fifth year, the warranty is automatically extended to 7 years! Have the air conditioner serviced again during the seventh year and the warranty is extended to an industry leading 10 YEARS!

That's it! No loop-holes, no hidden agenda - just register and get the two major services and you're covered for 10 years. The Luran S polymer cabinet is covered by a 10 year structural warranty plus a 25 year guarantee against corrosion.

COOLBREEZE PRODUCT WARRANTY TERMS & CONDITIONS

(Australia only - For models purchased from 01 October 2016)

This AirGroup Australia (the Manufacturer) Warranty is provided in addition to and in conjunction with the statutory warranties contained in the Australian Consumer Law and provided to you as the Purchaser (the Consumer) of an AirGroup Australia product (the Product).

CoolBreeze Air Conditioning units are the Product covered under this warranty from the date of purchase for a period of:

Residential Installations: 5 years Parts & Labour
10 years Cabinet & Structural

Commercial Installations: 2 years Parts & Labour
10 years Cabinet & Structural

Terms and Conditions of the Warranty cover

Should a defect or fault occur to the product due to faulty material or workmanship within the period of the Warranty, Airgroup Australia will repair or replace the defective Product or defective part for the original Purchaser of the Product. Such repairs or replacement will cover parts and labour only subject to the conditions mentioned below.

The decision as to whether to repair or replace a defective Product or defective part of a Product will be determined at the sole discretion of AirGroup Australia.

This Warranty covers only the CoolBreeze evaporative air conditioning unit and does not cover any ducting or air distribution components, electrical or plumbing.

This Warranty does not cover a defect to the product if: and

1. It is caused by accident, neglect, vandalism or misuse.
2. It is caused by an act of nature, such as wind, rain or lightning.
3. It is caused by animals, birds, insects, plants or any other natural cause.
4. It is caused by particles, matter or other factors in the installed environment, having an adverse effect on the Product.
5. It is caused by instability of electrical or water supply, outside of the product specified ranges.
6. Unauthorised modifications and use of accessories or components not approved by the Manufacturer.
7. It has not been installed by a qualified person (who meets the Manufacturer's standards), in the manner prescribed by State or local regulations and licenses, and the Manufacturer's specifications.
8. The defect is caused by factors other than normal use in accordance with the owner's manual

This Warranty does not cover:

1. Programming or set up of the product or controls, which can be done by the Consumer; (as provided in the owner's manual)
2. Any problem or performance issues arising from faulty, incorrect and/or poor installation.
3. Inadequate sizing or not fit-for-purpose design and supply of Product.
4. Products that have been re-located from the original place of installation.
5. Noise or vibration that is considered by an authorized Airgroup Australia representative or agent (acting reasonably) to be normal operation
6. Any costs or additional labour associated with gaining access to or working on a unit installed in restricted or unsafe locations including multi-storey homes.
7. Repairs outside normal Monday to Friday business hours.
8. Consequential damage or loss of any type whatsoever, whether such loss was incurred directly or indirectly.
9. Filter pads and consumables that are subject to operational wear and tear are specifically not included. This includes scale and lime build-up caused by poor water quality.
10. Changes in appearance to the Product or components, unless they have a significant effect on unit function.

Place of Service

For products installed further than 25 km from an **AirGroup Australia Designated Service Agent (DSA)**, a supply part only warranty applies from the Manufacturers warehouse (Perth or Melbourne). Diagnosis of the required part/s needs to be done by a suitably qualified person, before any parts will be supplied.

Transport of goods and any costs associated with repairs or replacement of parts in the Product shall be borne by the Purchaser. Fitting of parts and repairs must be done by a suitably qualified and licensed person, or under the direct guidance of the Manufacturer.

AirGroup Australia reserves the right to decline to comply with its obligations under this Warranty if regular maintenance service is not carried out in accordance with recommendations in the owner's manual.

Where you make a request for any form of service or repair under the Warranty, and where no defect is found by the AirGroup Australia DSA, or the defect is outside the terms and conditions of the original warranty, the Purchaser will be liable for all costs incurred by the AirGroup Australia service provider in complying with your request, including, but not limited to, all labour, travel and administration expenses.

How to make a claim under this Warranty:

Subject to the terms and conditions of this Warranty, if you become aware of a defect in your Product that is covered under this Warranty, please contact the AirGroup National Service Hotline 1300 364 220.

Original, legible proof of purchase documentation (Dealer's invoice and/or receipt of payment) MUST be provided to the Manufacturer, their designated service technician, to access any Warranty services or parts.

Supporting information such as the Dealer and installers details and the Product serial number may be required.

Costs of and Incidental to a claim under this Warranty:

Any remedial work undertaken by Airgroup Australia or one of its approved representatives or agents will be conducted at AirGroup Australia's sole expense, subject to the terms and conditions and exclusions contained in this Warranty. To the extent permitted by law, AirGroup Australia will not reimburse the Purchaser for any expenses incurred in applying for a remedy under this Warranty.

Australian Consumer Law Disclaimer:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are 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.

TEN YEAR EXTENDED WARRANTY

(Models purchased from 01 October 2016 only)

In addition to the above standard five year parts and labour warranty, AirGroup Australia will extend the Warranty period to a maximum of ten years for parts and labour for Heritage and Cascade models only and is limited to residential installations only.

This extended warranty is provided subject to the following terms and conditions:

1. That the Purchaser registers for the extended warranty by completing the Warranty Extension Certificate (supplied with the Product in the Owner's manual booklet) and posting it to Airgroup Australia within 6 months of purchase of the CoolBreeze air conditioner product.
2. That within the fifth year from purchase, an Extension Service is carried out by AirGroup Australia or their designated service agent.
3. This Warranty Extension Service will be charged to the Purchaser by AirGroup Australia. The service will be carried out by an AirGroup Australia DSA.
4. The completion and payment for the Warranty Extension Service will automatically extend the Warranty by 2 years to a total of 7 years.
5. That within the seventh year from purchase an Extension Service is carried out by AirGroup Australia or their designated service agent.
6. This Warranty Extension Service will be charged to the Purchaser by AirGroup Australia. The service will be carried out by an AirGroup Australia DSA.
7. The completion and payment for the Warranty Extension Service will automatically extend the Warranty by 3 years to a total of 10 years.
8. The Warranty Extension Services can be booked online at www.coolbreeze.com.au. This Extended Warranty is not transferable and cannot be sold, assigned or transferred by the Purchaser to any other person. Failure to register your CoolBreeze unit within 6 months of the purchase date or failure to have the Warranty Extension Services during the fifth and seventh year will void the Extended Warranty, and the Standard 5 years parts and labour warranty will apply.