

# Hisense Australia

## Air Conditioner Manufacturer's Warranty

Congratulations on your purchase. This Air Conditioner Manufacturer's Warranty – Australia (**Warranty**) sets out the terms and conditions on which Hisense Australia Pty Ltd ABN 55 105 022 080 of 1A Millennium Court, Knoxfield, Victoria 3180 (**Hisense**) will repair or replace defective air conditioners. **The benefits to the consumer given by this Warranty are in addition to other rights and remedies of the consumer under law in relation to the goods to which this Warranty relates (including the Australian Consumer Law).**

### What is covered by this Warranty?

- This Warranty automatically applies to any new Hisense branded air conditioner that is purchased in Australia (**Product**) from a company or person that is authorised by Hisense to sell the Product (**Authorised Retailer**).
- Subject to the terms of this Warranty, Products are warranted to be **free from defects in materials and workmanship (defects)** for the applicable time period specified below (**Warranty Period**).
- During the Warranty Period, if requested by the original purchaser of the Product (**you**) in accordance with this Warranty, Hisense will repair or replace, at its option and cost, the Product or any part of the Product that Hisense determines to be defective.
- Replacement products and parts:** Hisense can, at its option, choose to repair or replace a defective Product or any part of that Product with a product/part of a like kind and quality. **Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.** Replacement products and parts may cost less than the original Product purchased. No charges or refunds will be made based on the replacement Product or part cost difference.
- Service Coverage Area:** If the Product is located within 25km of an Authorised Retailer (**Service Coverage Area**), then Hisense will arrange for a qualified repair technician (**Authorised Repairer**) to attend that location and Hisense will be responsible for all reasonable costs relating to the transportation and travel expenses to and from that location. If the Product is located outside the Service Coverage Area, you must reimburse Hisense and pay on demand all reasonable costs and expenses (including costs of transportation and travel expenses) incurred by Hisense in relation to any Authorised Repairer attending the location of the Product, arranging for the Product to be transported to an Authorised Repairer and/or arranging for the Product (or a replacement product) to be returned to you. You will not be entitled to claim any costs or expenses from Hisense in relation to making a claim under this Warranty, including any costs that you incur in delivering the Product to (or collecting the Product from) an Authorised Repairer.
- Service Coverage Hours:** Hisense makes no representation or warranty in relation to how long a claim under this Warranty will take to be finalised. Without limiting the preceding sentence, if you require an Authorised Repairer to inspect or repair the Product outside Hisense's standard warranty service hours of 9am to 5pm on Monday to Friday (regardless of whether the Product is inside or outside the Service Coverage Area), and Hisense agrees to provide warranty services outside of those times, Hisense will be entitled to charge an additional fee for that "out of hours" service.
- Plumbed Products:** Where the user guide for a Product specifies that the installation or the water connection for that Product must be completed by a qualified plumber, the installation or water connection (as applicable) for that Product (**Plumbed Product**) must be completed by a licensed plumber in accordance with the user guide for that Product.
- Australian Consumer Law:** 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 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. Terms used in this clause 8 and clause 4 which are not defined in this Warranty, have the meaning given to them in the Australian Consumer Law.

### How long does the Warranty last for?

- Subject to clause 10, the applicable Warranty Period is:
  - for the Product (other than accessories): **5 years**; or
  - for accessories forming part of the Product (e.g. remote control, filters): **12 months**, from the date of purchase shown on the original invoice (**purchase date**), except where Hisense reasonably determines that there has been excessive or abnormal use of the Product, in which case the applicable Warranty Period for the Product (including accessories) is **12 months** from the purchase date.
- The Warranty is automatically **voided if**:
  - the Product's original serial number is removed, damaged or modified;
  - the original purchaser sells, transfers or rents the Product to another person;
  - there is any unauthorised access to the internal hardware or firmware of the Product;
  - the Product was not properly installed by a licensed electrician or licensed plumber (as required) or was repaired or tampered with by a person who is not authorised by Hisense; or
  - you fail to pay any money owed in relation to any non-Warranty work on the Product that has been requested by you.

### What is not covered by the Warranty (exclusions)?

- The Warranty does not apply to:
  - any **damage or failure** caused by:
    - Use that is not in accordance with the Product's user guide, including not adequately servicing the Product to manufacturer recommendations;
    - physical force, including any damage or failure cause by an accident, neglect, misuse, or an "act of God";
    - "Fair wear and tear" or excessive use (including (without limitation) where Hisense considers there has been excessive use of the Product because it was installed and used in an area for which the Product's capacity was insufficient;
    - incorrect or poor installation, including (without limitation) installation of the Product by a person who is not a licensed electrician (or by both a licensed electrician and a licensed plumber in relation to the installation of a Plumbed Product);
    - repairs carried out by a person who is not a company or person that is authorised by Hisense to service the Product or the use of defective or incompatible parts or accessories in relation to the Product;
    - interference from or to other products and/or sources;
    - environmental conditions, including dirt, dust, rodents, insects, rust, corrosion and salt build-up;
    - overheating due to incorrect positioning of the Product (e.g. inadequate provision for ventilation and a dust-free environment, or incorrect drainage); or
    - power surges or spikes, incorrect power current, voltage fluctuation or amperage fluctuation;
  - any costs relating to the **installation or maintenance** of the Product or any connected equipment;
  - Product under performance due to misapplication.
  - Product used for applications other than human comfort such as computer room, storage room etc.
  - Product used in mobile or transportable application such as caravan or boat etc.
  - the cost of **replacing consumables** (for example filters, remote control batteries); or
  - cosmetic or structural items**.
- Non-Warranty repairs:** Repairs or services that are outside the terms of the Warranty can be carried out at your request and cost. Costs and payment methods will be agreed prior to the commencement of any non-Warranty repairs.
- No loan products:** Hisense does not provide loan products/equipment while a warranty claim is being assessed or resolved.

### Making a claim under the Warranty

- Warranty Claims Procedure:** The Warranty Claims Procedure is overleaf. To make a claim under this Warranty, you must provide proof of original purchase (invoice) and proof of installation by a licensed electrician and/or licensed plumber (as required) (**licensed installer**) (e.g. receipt or certificate of compliance (as applicable) issued by the licensed installer) and ensure that the original serial number is attached to the Product. You may be charged a **call-out fee of AUD \$125 including GST** if you do not provide proof of original purchase, proof of installation by a licensed installer or the original serial number is not attached.
- Hisense liability:** To the maximum extent permitted by law, Hisense accepts no liability for any loss or damage: (a) to any items that are lost, damaged, or stolen as a result of freight, transport or storage; (b) to third party hardware or software; (c) to programs, data or information stored on the Product or any media; or (d) arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage (irrespective of whether the loss or damage is caused by or relates to breach of contract, statute, tort (including negligence) or otherwise, and irrespective of whether Hisense or any other person was previously notified of the possibility of the loss or damage). To the extent permitted by law, any warranty, guarantee, condition, representation, undertaking or other right that would be guaranteed or implied in this Warranty or is otherwise imposed by statute, common law, equity, trade, custom or usage, and which is not expressly included in this Warranty, is excluded.

**What happens if no defect is found?**

16. **No Fault Found Fee:** If Hisense determines, acting, that the Product does not contain a defect, or the repair or fault is not covered by this Warranty, then you will be charged a "No Fault Found Fee" of **at least AUD 125 including GST**. Additional charges may apply for third party device configuration.

## WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

### 5 YEARS WARRANTY

Upon calling the Hisense Warranty centre, you will be issued a JOB NUMBER, along with the details of your nearest Hisense Authorised Repairer.

**Any questions call our hotlines.**

## PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF USER MANUAL

### Service Procedure

**When calling, please be in front of the product and ensure you have:**

- 1. Proof of purchase.**
- 2. Proof of installation by a licensed electrician and/or plumber (as required for the proper installation of your Product).**
- 3. The Product's serial number; and**
- 4. The physical address where the Product is located.**

You are required to email or post a copy of your original proof of purchase and proof of installation prior to your Warranty claim being processed.

Call **1800 447 367** (for Australian customers) or **0800 444 736** (for New Zealand customers).

Please check our helpline opening hours on our websites. For Hisense Australia at [www.hisense.com.au/support](http://www.hisense.com.au/support) and Hisense New Zealand at [www.hisense.co.nz/support](http://www.hisense.co.nz/support).

Email [service.au@hisense.com](mailto:service.au@hisense.com)

Address **PO Box 360, Ferntree Gully, Victoria 3156**

**The times above are times in Melbourne, Victoria**