

HISENSE WARRANTY

TERMS AND CONDITIONS

Air Conditioner

1. HISENSE Australia will provide parts and labor to you the Customer as set out herein.
2. Nothing in the warranty, limits any rights you may have under the trade practices act or any other Commonwealth or State Legislation. Such rights cannot be changed by the conditions in this warranty. Subject to the conditions below this appliance is warranted by Hisense and/or its Agents to be free from defects in materials and workmanship for a period of 60 months from the date of purchase (the "Warranty period")
3. This warranty: -
 - a. covers products purchased as NEW, manufactured for use in Mainland Australia and Tasmania;
 - b. is only applicable when installed by a licensed and qualified installation contractor
 - c. commences from the date of purchase as listed on the Customers invoice;
 - d. provides for the labor and replacement parts necessary to maintain your product in good operating condition as specified in this warranty however, if repair is needed because of product failure during normal usage, Hisense has the option to repair or replace the defective product or part of the product with a product or part of the product of like kind and quality and a replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased and no charges or refunds will be made based on the replacement product cost difference;
 - e. Applies only to products purchased from Hisense Authorised Reseller
 - f. Applies only to the original purchaser and cannot be transferred.
 - g. Is only applicable when your appliance is used in a domestic environment.
 - h. Covers products for commercial purposes for a period of 12 months from the date of purchase.
4. Product Identification
 - a. Hisense reserves the right to reject claims for any services or work where the Customer requesting such work or services from Hisense and/or its agents cannot produce for verification the serial number, proof of purchase and installation receipt from licensed installer.
 - b. The warranty will be voided if any Serial Number sticker provided to be placed on the equipment is damaged, modified or removed.
 - c. In the event that a request for repair is made against a warranty where the Serial Number sticker is not attached to the product or the customer cannot produce for verification the original invoice, the repairer will not affect any repairs on the product and the Customer will be charged a service call-out fee.
5. What is covered by this warranty
 - a. The equipment is covered for faulty workmanship on parts that have failed under normal use which are contained within the product.
 - b. Hisense and/or its Agents will decide if there are any defects in the material and/or workmanship
 - c. This warranty is only applicable for repairs on declared equipment carried out within Mainland Australia and Tasmania
6. What is not Covered by this warranty (excluded):-
 - a. Loss or damage occasioned by:
 - i. Accidental removal of the plug from the power point, failure to plug in the product to a properly connected power supply or failure to switch on the power point;
 - ii. Switching off the power supply or power supply outages;
 - iii. The introduction of abnormal heat loads to the product;
 - iv. Failure to observe the operating and installation instructions supplied with the product; and
 - b. any damage or failure:
 - i. of equipment due to the product being inadequately serviced to manufacturer's recommendations;
 - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built- up, of any part of the product including its parts; or
 - iii. resulting from excessive use "fair wear and tear";
 - iv. Physical damage to unit of unknown cause
 - v. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to Incompatibility of connected equipment;
 - vi. to the product caused by overheating as a result of siting or positioning of the equipment, where there is not provision for adequate ventilation or a dust free environment;
 - vii. caused if your appliance has been dismantled, repaired or serviced by any person other than someone authorised by Hisense;
 - viii. to a product or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
 - ix. due to a dropped product; collision with another object, use of which is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events;
7. The Warranty Ceases if: -
 - a. The product ceases to carry the original manufacturer's serial number or is sold at an auction;
 - b. The product is rented;
 - c. Damage to the product has occurred as listed in point 6b.
8. Neither Hisense nor its representatives provide loan equipment under the terms of this warranty.
9. Our Goods come with Guarantees that cannot be excluded under the Australian Consumer Laws. You are entitled to a replacement or refund for major failure and for compensation of 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.
10. Any unauthorized access to the internal hardware of the product will void this warranty.
11. Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit.
12. If you reside outside of the service coverage area this warranty does not cover the cost of transportation or travel expenses to and from your home. Our service coverage area includes a 25km radius of your nearest Hisense Authorised retailer or 25km from the Hisense authorised service agent.
13. Hisense accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the appliance to an authorised service center, you must ensure that it is securely packed and insured.
14. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the availability of repairers and parts.
15. Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Hisense, or an authorised Hisense agent, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$125 inc GST.
16. Any repairs or services required that are outside of the terms and conditions of the warranty can be carried out at the request of the customer or due to site attendance were fault is not covered under warranty as the product not been installed or setup correctly; a credit card may be required prior to the commencement of such services.

WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

60 MONTHS IN HOME REPAIR WARRANTY*

Hisense Australia will provide its nearest service centre for repairs under warranty. You will need to ensure that you have already called Hisense Warranty Centre and received a JOB NUMBER.

Any questions call our hotline on 1800 447 367

PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF THIS MANUAL

Service Procedure

Please have your **proof of purchase, model, and serial number** ready. To receive service, you are required to:

Call **1800 447 367** between **8:30AM – 7:30 PM Mon. to Fri. and 9AM – 5PM Sat and Sun** exc public holidays.

When calling please ensure you have

- 1. Your serial number**
- 2. Proof of purchase**
- 3. Installation receipt**
- 4. For support reasons please be in front of your product.**

You are required to fax or email your original invoice prior to processing your warranty claim.

*Within the nominated service coverage area refer to item 12 in the terms and conditions.