

## WARRANTY CLAIMS

Please complete the details below and store this card along with the purchase docket in a safe place. To claim under this Warranty, both this card and the purchase docket must be presented to or sent to Daikin Australia at the address below, or your Daikin Dealer/Installer.

WHERE THE OWNER IS A CONSUMER WITHIN THE MEANING OF THE ACL AND THERE IS A VALID CLAIM UNDER THE WARRANTY, DAIKIN AUSTRALIA WILL BEAR THE COST OF ARRANGING FOR THE REPAIR OR REPLACEMENT OF THE EQUIPMENT, INCLUDING ANY NECESSARY ATTENDANCE BY TECHNICIANS OR INSTALLERS. WHERE THE OWNER IS NOT A CONSUMER WITHIN THE MEANING OF THE ACL, DAIKIN AUSTRALIA WILL BEAR THE COST OF THE REPLACEMENT PARTS ONLY.

**OUTDOOR UNIT** Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

**INDOOR UNIT(S)** Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

**CONTROLLER(S)** Model No. \_\_\_\_\_

**SUPPLIED BY** \_\_\_\_\_ Phone No. \_\_\_\_\_

**INSTALLED BY** \_\_\_\_\_ Date \_\_\_\_\_

**OWNER'S NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

## IMPORTANT NOTE

For repair or replacement of equipment under this Warranty it is recommended that the Owner contact their Daikin Dealer / Installer. If the owner requests Daikin Australia to perform or arrange the service call, the Owner will be liable for all associated costs if the problem is not covered by the provisions of this Warranty or the Owner's Statutory Rights.

**Daikin Australia Pty Ltd** ABN 62 000 172 967

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Phone 1300 362 438

Part No. 3PA004113  
Rev. No. 1709

[daikin.com.au](http://daikin.com.au)

# DAIKIN

# DAIKIN VRV WARRANTY

## THIS WARRANTY APPLIES TO DAIKIN VRV EQUIPMENT SUPPLIED IN AUSTRALIA.

The Daikin equipment listed on the back of this card is warranted by Daikin Australia Pty Limited (ABN 62 000 172 967) ("Daikin Australia") against defects in design, materials and workmanship as set out in this Warranty.

### THIS WARRANTY DOES NOT COVER

- a) Damage, problems or unsatisfactory performance caused by:
  - i) faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electromagnetic interference not originating within the equipment;
  - ii) incorrect or poor installation;
  - iii) the use of an accessory, component or equipment not supplied by Daikin Australia;
  - iv) storm, fire, flood, vandalism, abuse, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the equipment (e.g. dirt and moisture) or any other outside agency;
  - v) operation of the equipment in an environment where the climatic comfort of humans is not the primary function of the equipment;
  - vi) operation of the equipment outside the operating conditions specified by Daikin for the equipment; or
  - vii) misapplication or modification of the equipment;

- b) Damage or deterioration to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions;
- c) Any costs or additional labour associated with gaining acceptable service access to equipment installed in restricted or unsafe (e.g. high) locations;
- d) Freight charges (including insurance) or travelling costs for repairs performed outside the area normally serviced by Daikin Australia or a repair agent authorised by Daikin Australia;
- e) Equipment which has been installed or reinstalled in a transportable or mobile unit (e.g. caravan or boat);
- f) Equipment which has been re-installed at a location other than the original location;
- g) Any consumable item (e.g. batteries, filters, belts) supplied with the equipment unless the item is shown to be defective at the time of purchase; or
- h) Liability for any direct, indirect or consequential loss or damage, which is expressly excluded.

### OWNER'S RESPONSIBILITY

The Owner is responsible for the correct operation and regular maintenance of the equipment, including:

- a) Operation and maintenance of the equipment in accordance with the operating instructions.
- b) Regular cleaning of the air filter(s) and replacement where necessary.
- c) Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants).
- d) Ensuring that the condensate drain is kept clean.
- e) Replacement of exhausted batteries.
- f) The application of additional corrosion protection if the product is installed in a corrosive environment (e.g. Industrial pollution, sea air).

The correction of any non-equipment fault or problem is not covered by this Warranty.

### OWNER'S STATUTORY RIGHTS

If this equipment is supplied to an owner (the Owner) who is a consumer (within the meaning of the Australian Consumer Law or ACL):

- a) The Owner has the benefit of a number of statutory guarantees, rights and remedies that are in addition to this Warranty; and
- b) 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.

The Owner's Australian Consumer Law guarantees, and similar statutory rights and remedies, are called the "Owner's Statutory Rights" in this Warranty.

If the Owner is not a consumer, the Owner's rights are limited to this Warranty.

THE RIGHTS GIVEN BY THE DAIKIN AUSTRALIA 5 YEAR WARRANTY ARE IN ADDITION TO THE OWNER'S STATUTORY RIGHTS.

### 5 YEAR WARRANTY

The equipment listed on the back of this card is warranted by Daikin Australia Pty Ltd (ABN 62 000 172 967) ("Daikin Australia") against defects in design, materials and workmanship for a period of 5 years from the date the equipment is purchased by the original owner.

Subject to the Owner's Statutory Rights, equipment defects covered by this Warranty will be repaired or replaced (with the same equipment, if available or substitute equipment of a comparable value) at the discretion of Daikin Australia without cost to the Owner for parts or direct repair labour, or replacement parts or equipment. The repair or replacement shall be performed during normal business hours by Daikin Australia or a repair agent authorised by Daikin Australia.

Any Daikin parts or Daikin equipment replaced under this Warranty will be warranted in accordance with the provisions of this Warranty for the remainder of the original warranty period or 12 months from the completion of the repair, whichever is the greater.

### 12 MONTH (EQUIPMENT)/36 MONTH (COMPRESSOR) WARRANTY

This Warranty applies to equipment supplied to the Owner who is not a consumer (within the meaning of the ACL).

The Daikin equipment listed on the back of this card is warranted by Daikin Australia against defects in design, materials and workmanship for a period of 12 months and all compressors contained in that equipment are so warranted against defects in design, materials and workmanship for a period of 36 months, in each case from the date the equipment is purchased by the original owner.

Equipment defects covered by this Warranty will be repaired or replaced at the discretion of Daikin Australia without cost to the Owner for replacement parts or equipment. The repair or replacement shall be performed during normal business hours by Daikin Australia or a repair agent authorised by Daikin Australia.

Any Daikin parts or Daikin equipment replaced under this Warranty will be warranted in accordance with the provisions of this Warranty for the remainder of the original warranty period or 12 months from the completion of the repair, whichever is the greater.

In respect of any equipment supplied to the Owner who is not a consumer, within the meaning of the Australian Consumer Law, all liability of Daikin Australia for any loss or damage, direct and consequential, not covered under this Warranty is expressly excluded.

In respect of any equipment that is not of a kind ordinarily acquired for personal, domestic or household use or consumption, the liability of Daikin Australia for any defect of design, materials or workmanship will be limited to any of the following as determined by Daikin Australia:-

- a) replacing the equipment or supplying equivalent equipment;
- b) repairing the equipment;
- c) paying the cost of replacing the equipment or acquiring equivalent equipment; or
- d) paying the cost of having the equipment repaired, unless the Owner establishes that this limitation of liability is unfair or unreasonable.