

The following sets out the EcoAir 12 months warranty policy.

1. Twelve month warranty provides

Twelve (12) months from the date of delivery on;

- i) Small-Split systems
- ii) Multi-Split systems
- iii) Portable systems
- iv) Dehumidifiers
- v) Air Purifiers

2. Within the twelve (12) months warranty period, the products are guaranteed against manufacturing faults in material and workmanship. The replacement parts will be supplied free of charge, provided the correct procedures are complied with.

Please note: The twelve (12) month warranty policy does not include for any labour allowance.

3. The twelve (12) months warranty policy on split air conditioning system are subject to the following conditions.

- i) The EcoAir equipment is installed by a suitably qualified and certificated refrigeration engineer or EcoAir approved installers. The engineer's membership must be verifiable.
- ii) The EcoAir equipment is maintained by a suitably qualified and certificated refrigeration engineer.
- iii) Normal wear and tear is excluded.
- iv) Faults arising out of incorrect installation not in accordance with the installation manual provided is excluded.

Models ECO902SQ(N), ECO1202SQ(N), ECO906SQ, ECO1206SQ and ECO1806SQ are specifically excluded from conditions in Paragraph 3.

4. Procedure

- i) We receive a claim for warranty replacement: together with warranty forms, returns documentation, invoice and proof of purchase.
- ii) Faulty parts must be retained by you for 60 days from date of claim. We reserve the right to ask for parts back.
- iii) We receive correctly completed claim form (and faulty parts if requested) and then issue the appropriate credit.
- iv) Any claim submitted after the date the warranty has elapsed WILL NOT be considered for credit.
- v) Any claim not submitted in accordance with our procedures WILL NOT be considered for credit.
- vi) Payment for warranty claims will only be made by credit note.

5. Extended Warranty

Extended warranties on Split Air Conditioning are only valid where system is professionally installed and has a valid maintenance contract held by an EcoAir approved engineer commencing on the date of installation and in place during the warranty period.

Warranty is for parts only with no compensation for labour allowance.

**Please register your product for warranty purposes on our
Manufacturer's website at www.ecoair.org/ecoair/warranty-registration.html**