P.O. Box 355, Dingley, VIC, 3172

**AUSTRALIA 13COOL (13 2665)** – www.toshiba-aircon.com.au

www.carrieraustralia.com.au

**NEW ZEALAND 0800 CARRIER (0800 227743) -** www.ahi-carrier.co.nz

Address for Warranty Claims:

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**WARRANTY CERTIFICATE**

Pleasecomplete the following details and retain with the original purchase docket

**TERMS OF WARRANTY**

**AIR CONDITIONERS**

**Australia & New Zealand**

AHI-Carrier (Australia) Pty Ltd

34-40 Garden Boulevard, Dingley, VIC 3172

**FOR SERVICE OR WARRANTY SERVICE CALL**

included as part of the chattels.

installation or commissioning will suffice.

constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of

**“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new

buildings. Use of the Product for any other purpose will void this Warranty;

specific purpose of heating and/or cooling air as an aid to human comfort in domestic and light commercial

**“Product Purpose”** means that the Products described in Section 2 are designed & manufactured for the

document.

**“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this

**“Qualified Installer”** means the qualified installation contractor who is responsible for performing the

the holder of the Proof of Purchase or the holder of a property transfer document where the Product is

**“Purchaser”** means the end user of the Product, the person named as owner in the warranty certificate,

instructions on the proper operation and maintenance of the Product.

**“Operating Instructions”** means the user manual or other documentation which provides detailed

**“Installation Site”** means the site at which the Product is originally installed.

can be occupied.

**“Certificate(s) of Occupancy”** means certificate(s) issued by the local council which certifies that a home

comply with applicable regulatory requirements.

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refrigeration mechanics, electricians or other relevant tradespeople to certify that any prescribed works

any relevant Australian or New Zealand Standards, and to AHI-Carrier’s specification.

installation work in the manner prescribed by local and statutory regulations, including compliance with

Warranty Period.

•

if the Purchaser is unable to provide Proof of Purchase validating that the Product is within the

Product and/or controls);

•

If there is nothing wrong with the Product (e.g. instructing Purchaser on the operation of the

**AHI-CARRIER WILL DETERMINE WHETHER THE FAULT IS WARRANTY RELATED.**

resulting from improper or faulty installation)

•

the problem is not covered by these terms of Warranty (e.g. damage, problems or failure

**PURCHASER WILL BE CHARGED AT AHI-CARRIER’S STANDARD CHARGE OUT RATES IF:-**

•

**“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel including plumbers,

or AHI-Carrier service personnel.

**“Authorised Service Representative”** means an independent service contractor authorised by AHI-Carrier

(Company No. 247794).

**“AHI - Carrier”** means AHI-Carrier (Australia) Pty Ltd (ABN 47 136 426 214) and AHI-Carrier (NZ) Ltd

The terms listed below shall have the following meanings:

**1. Definitions**

It is also recommended that you speak to your Installer before making a Warranty call.

Manual and in particular the Troubleshooting Section.

•

Prior to calling for Warranty or Service, please ensure you refer to your Operating Instruction

MINI-SMMS, SMMS, SMMSI & SHRM COMPRESSORS\*

3 YEARS\*\*

N/A

\* Products listed in the table above are to be used for the specific purpose of heating and/or cooling as an aid

to human comfort in domestic and light commercial buildings. Use of the Product for any other purpose will

void this Warranty.

\*\* 5 years when installed in domestic use buildings only

DIGITAL AND SUPER DIGITAL RANGE

5 YEARS

5 YEAR

TOSHIBA

MINI - SMMS, SMMS, SMMSI & SHRM RANGE\*

1 YEAR\*\*

1 YEAR\*\*

This Warranty does NOT cover:

only

warranty

given

by

AHI-Carrier

and

no

other

person

or

organisation is authorised by AHI-Carrier to offer any alternative.

**3)**

**Exclusions**

the

a) damage, problems or failure resulting from improper operation and/or inadequate maintenance

by the Purchaser (refer to Purchaser’s Responsibilities section below);

b) Use of these products in locations and situations outside of the Product Purpose will void this

Warranty (e.g. server rooms etc);

c)

damage or problems or unsatisfactory performance resulting from operation in an environment

where climatic comfort of humans is not the primary function of the equipment will void this

Warranty

d) damage, problems or failure resulting from improper or faulty installation. The Product must be

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regular and/or preventative maintenance as may be specified by AHI-Carrier (e.g. Operating

b) AHI-Carrier will determine, in its sole discretion, which classification the Product fits into and the

corresponding Warranty Period that shall apply.

c)

An Authorised Service Representative will repair or replace, at its option, the Product or any part of

the Product that its examination shows to be defective.

d) The repair or replacement shall be performed during the hours 8:30am to 5:00pm weekdays

excluding public holidays by an Authorised Service Representative at a time convenient to the

Authorised Service Representative. Repair by non-authorised agents may void the Warranty.

e) The Warranty of the Product requires that in addition to all other conditions, the Purchaser conducts

Instructions) and required by the level of usage and the usage environment, including the use of

correct and uncontaminated refrigerants and lubricants.

f)

The Purchaser may only obtain the benefit of the Warranty if the Purchaser:

i)

notifies AHI-Carrier within 30 days of a defect developing, that a claim is being made under

this Warranty;

ii)

provides, in support of the claim made under this Warranty, a Proof of Purchase.

g)

This

document

represents

**PARTS**

**LABOUR**

ALPHA (purchased prior to 1 Oct 2006 - Australia only)

3 YEARS

3 YEARS

**2) Terms of Warranty**

a) Subject to these terms of warranty, the Product is warranted by AHI-Carrier to be free from defects in

materials and factory workmanship for the period set out in the table below.AHI-Carrier does not

warrant installation or installation related products.

**WARRANTY PERIOD**

**BRAND**

**PRODUCT GROUP\***

5 YEARS

5 YEARS

HI-WALL PRODUCT

5 YEARS

5 YEARS

CARRIER

CARRIER DUCTED (SHV Series)

5 YEARS

5 YEARS

HI-WALL PRODUCT (LUVH and QHF Series)

**4)**

consequential loss or damage, any damage or expense for personal injury or any loss or

Warranty, all other warranties and all liability of AHI-Carrier for any direct, special, indirect or

Except where inconsistent with the Purchaser’s statutory rights and the rights given by this

c)

and New Zealand.

b) This Warranty does not apply to any Product the Installation Site of which is outside Australia

system balancing.

responsibility of AHI-Carrier. This includes but is not limited to heat load calculations, air flow and

a) Product fitness for purpose and overall system design, sizing and application are not the

**Limitations**

destruction of property arising directly or indirectly from the use or inability to use the Product or

fair wear and tear to the Product.

r)

wiring, ducting, pipe work and fabricated or added components;

q) any ancillary components of an air conditioning installation including, without limitation, control

p) product that is utilised in an environment (indoor & outdoor) outside its specified operating range;

o) any damage caused by leaking, damaged or exhausted batteries;

coils;

n) any damage caused by dirty air filters, air flow obstructions or foreign objects blocking vents and

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III.

any surcharge applicable in respect of replacement parts outside 8:30am to 5:00pm

Product;

II.

providing a safe working environment for installation, service, maintenance or repair of the

heights;

m) any repair, which is needed as a result of an accident, misuse, abuse or negligence;

making the Product accessible for service. For example, restricted access or working at

b) The Purchaser must pay all costs in respect of:

AHI-Carrier branch or Authorised Service Representative

repairs/replacements that are required to be performed 100km or more from the nearest

a) The Purchaser must pay freight charges, in-transit insurance expenses and/or traveling costs for

**Travel, Transport & Access Costs**

**5)**

any of its parts, or the servicing of the Product, is expressly excluded.

vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris,

any consumable item supplied with the Product including, but not limited to, an air filter, battery,

j)

product which has been re-installed at a location other than the original Installation Site;

i)

including, but not limited to, a caravan or boat;

h) product which has been installed in a portable or mobile building, structure or application

or as a result of atmospheric fallout;

corrosive substances damage as a result of the normal effects of being exposed to the weather

g) damage, problems or failure caused by weather including, but not limited to, hail, salt or other

soot or moisture;

fan belt;

earthquake, war, civilian destruction, misuse, abuse, negligence, accident, pests, animals, pets,

damage, problems or failure caused by acts of god, fire, wind, lightning, flood, storm, vandalism,

f)

drainage services;

over voltage transients or electromagnetic interference, inadequate or faulty water, gas or

to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations,

e) damage, problems or failure caused by factors external to the Product including, but not limited

Representative.

obtained by the Purchaser from the Qualified Installer and presented to the Authorised Service

grille,

pools or nurseries);

installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming

l)

the responsibility of the Qualified Installer;

controls/thermostats, pipe work and fabricated or added components. These items remain solely

motors,

zone

diffuse

register,

installed by a Qualified Installer. Where applicable, Certificate(s) of Compliance must be

filter(s)

air

return

ducting,

wiring,

control

to,

installation components that may be attached to the Product. These include, but are not limited

k)

entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and

**7)**

**Statutory Rights**

a) Australian Purchasers have the benefit of statutory rights implied by the Competition and

Consumer Act 2010 and similar consumer protection laws in each State and Territory, and

nothing in these terms of Warranty has the effect of excluding, restricting or modifying those

rights.

b) AHI-Carrier’s goods come with guarantees that cannot be excluded under the Australian

Consumer Law. Australian Purchasers are entitled to a replacement or refund for a major

failure and compensation for any other reasonably foreseeable loss or damage. You are also

the failure does not amount to a major failure.

c)

New Zealand purchasers have the benefit of statutory rights implied by the New Zealand

Consumer Guarantees Act 1993 and nothing in these terms of Warranty has the effect of

excluding, restricting or modifying those rights.

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II.

**6)**

**Purchaser’s Responsibilities**

a) Provide Proof of Purchase.

b) Operate and maintain the Product in accordance with the Operating Instruction, including but not

limited to:

ensuring that the units are adequately maintained;

I.

regularly cleaning the air filter(s) and replacing them where necessary;

weekdays and public holidays.

replacing expired batteries or other consumables as required;

III.

ensuring that the condensate drain is kept clean and clear of obstructions

IV.

ensuring that outdoor units have unrestricted airflow and adequate clearances;

V.

ensuring that additional corrosion protection is applied to the Product if it is installed in a

VI.

corrosive environment, e.g. close to the sea.