

General Warranty

Coachair Group Pty. Limited, warrants its air conditioning equipment and/or installation work associated with that equipment carried out by Coachair Group or approved Service Contractors, against malfunctions resulting from faulty workmanship and/or materials for a period specified.

No warranty is accepted by Coachair Group until the correctly completed "Delivery Acceptance" form is signed and returned to Coachair Group's Head Office. Any early claims that may eventuate before the "Delivery Acceptance" form is received by Coachair Group will be held over for settlement until the "Acceptance" form has been received.

In order to keep your warranty valid, this manual with completed "Delivery Acceptance" form must be kept in the vehicle at all times to substantiate any warranty repair necessary to the Coachair equipment. Where no proof is available, the equipment owner will be charged by the Coachair Approved Service Centre, who must then forward the relevant paperwork to Coachair together with proof of delivery and the maintenance records to have the claim considered for reimbursement provided that:-

- 1. The air conditioner is maintained in accordance with the service programme set out in this book with all services carried out within the specified time by a Coachair Approved Service Centre. Copies of the completed service schedule form and the repairer's invoice are to be returned to Coachair's (Coachair Group) Head office, Australia within 14 days of the service.*
- 2. The air conditioner has been correctly installed by a qualified automotive air conditioning installer, accredited by Coachair (Coachair Group).*
- 3. The air conditioner has been installed in the vehicle for which it was designed, and no alterations or modifications have been made, unless approved in writing by Coachair (Coachair Group).*
- 4. The air conditioner has been commissioned and the commissioning form is correctly completed and returned to Coachair's (Coachair Group) Head office, Australia within 7 days from date of installation.*
- 5. The air conditioner has not been tampered, interfered with or adjusted by unauthorised personnel.*
- 6. A Warranty Claim/Warranty Parts Replacement Form is correctly completed and a copy attached to any faulty part of parts, and returned to Coachair's Head office, Australia within 14 days of the date of repair.*

All Warranty repairs are to be carried out by an Accredited Coachair Service Centre. (All warranty work must be referred to Coachair prior to being carried out. No repairs are to commence until a Work order is raised).

Warranty Exclusions

Coachair Group does not include in its warranty and does not in any way accept responsibility for the following items:-

1. Any Coachair equipment not inspected or commissioned by a Coachair Approved Service Centre before being put into service is not covered by the Coachair warranty. No warranty claim will be accepted on such equipment by Coachair Group.
2. Failure resulting from operation of the unit after the owner of the unit knows or has reasonable cause to believe the units defective in any way. This is to include gas leaks, low compressor oil (where sight glass indicates shortage) or abnormal noises. It is the direct obligation of the owner of the unit to immediately notify Coachair Group or the nearest Coachair Service Centre regarding any evidence of unusual operation or noise of the unit.
3. Failures or any defects in component, part or operating function, which is in the opinion of Coachair Group the result from: misuse, negligence, rebuilds or modification, incorrect installation, unauthorised repair, accident or use of parts not accredited by or lack of performance of required maintenance services, will not be covered by the Coachair warranty.
4. Fair wear and tear or deterioration associated with the age of use and consumable items such as filter driers, compressor oil, refrigerant gas, bushes or bulbs, motor brushes and bearings, belts and air filter medium.
5. Normal programme maintenance services as per this manual: labour and normal maintenance.
6. Any travelling time or expenses, overtime premium for work required outside of normal hours, sublet work carried out by persons other than Accredited Coachair Service Centres. In this situation any cost or expenses, will be referred to the person authorising these costs or expenses.
7. Freight costs of parts are not covered by warranty.
8. Any installation work not performed by Coachair is not warranted by Coachair. Any work necessary on such items, should be referred by the repairer to the owner for further instructions regarding repair costs.

Note: The body builder/installer is recorded on the "Delivery Acceptance" form in this manual.

9. Coachair Group warrants its equipment only and accepts no consequential loss or liability resulting from the malfunction its equipment or installation work carried out by its personnel or other parties.