

WARRANTY TERMS

1. This express warranty ("warranty") covers the installation of your air conditioning against defects, design, materials and workmanship for the period of 12 months. This warranty shall commence from the commissioning date of the installation.
2. The equipment and auxiliary products used in the installation are subject to Consumer Guarantee, Manufacturer Warranty, and where applicable Express Warranty provided by the, manufacturer / distributor / importer, consumers should refer to their individual Warranty Terms, these documents are available from our website or from the manufacturers websites.
3. This warranty covers the repair or replacement of installation components or the rectification of workmanship defects for a period of 12 months from the date of commissioning. Repair or replacement of an installation component shall be at the sole discretion of FernAir, without cost to the owner. All repairs shall be carried out during normal business hours.
4. In some cases manufacturers have their own specific warranty repair departments or agents, in such cases service attendance, repairs and replacements parts shall be undertaken in accordance with the express warranty terms and conditions of the specific manufacturer. Where authorised FernAir will undertake the repairs on the manufacturers behalf. FernAir shall in some instances due to remote location or workload refer a repair or service attendance directly to a manufacturer, manufacturers agent, or other party chosen by FernAir in order to expedite a repair or customer support service call. In all cases FernAir must act in accordance with the manufacturers warranty provisions.
5. Air balancing and alterations shall only be undertaken for a period of 3 months from the date of commissioning, in some circumstances it shall be at the sole discretion of FernAir to extend this period, otherwise our standard service charges will apply. This period is extended to 12 months for customers who undertake the VIP extended warranty program.
6. If during the standard defects liability period of 12 months, a component is found to be faulty, which is covered by a replacement parts only manufacturers warranty, then the component will be supplied and installed by FernAir without cost to the owner. This no cost period will be extended to 5 years for customers who register and maintain the VIP extended warranty program.
7. FernAir shall not accept any liability for any loss or damage either directly or consequential except where such loss or damage is not consistent with the owners statutory rights under Australian Consumer Law. Our installation and workmanship as well as the equipment installed is covered by the provisions of ACL. You should be aware of each manufacturers express warranty and terms, as these in conjunction with the expressed warranty offered here by FernAir shall form part of your system / equipment warranty.

VIP Extended Warranty Program

1. This express warranty is extended for a period of 5 years if the customer undertakes and maintains the VIP extended warranty program offered by FernAir. The VIP warranty extension is voluntary, however if not undertaken at the time of installation or within the first 12 months of operation customers may not be eligible to implement. Rejection of an application shall be subject to the sole discretion of FernAir if made after the standard defects liability period.
2. The VIP extended service period is available only to residential use systems.
3. Registered VIP customers must maintain the regular annual maintenance schedule for the full 5 years in order that the VIP extended warranty be maintained. Charges for the annual service apply at discounted rates. Payments for services are on a COD basis.
4. The VIP extended warranty program attracts no additional cost other than the discounted annual service charges paid following the annual service. Service rate discounts also apply where customers maintain the VIP maintenance program beyond the warranty period.
5. A customer may choose at any time to discontinue the VIP extended service program without penalty, however the VIP extended warranty will also terminate immediately, all concessions offered as part of the program will be withdrawn. This condition shall apply if the installation is still within the manufacturers warranty period or not.
6. Customers should be aware that some manufacturer express warranty has a condition that periodic maintenance at least annually (for residential installations) be maintained.

7. The annual service charges for VIP customers shall be fixed for the 5 year product warranty period, in addition the rate is discounted 20%. This discount of 20% off the standard annual service rate shall continue beyond the warranty period. The service rate will however switch to the current standard service rate in year 6 as the fixed period expires.
8. All consumables used during the annual service are provided at no charge.
9. VIP customers will receive a lifetime discount of 10% on any service charges, in addition to the annual service discounted rate when the VIP status and annual service is maintained.
10. VIP status will be provided to customers for a period of three years at no charge if a referral from them has resulted in a new ducted system sale. All privileges of the VIP program will be offered however the annual services charges for 3 years are totally free of charge.

Service Repairs & Spare Parts

1. Service repairs (FernAir labour and workmanship) to equipment outside of the manufacturers warranty period shall be 3 months. Parts used shall be subject to the manufacturers / suppliers spare parts warranty policy with the warranty period usually 12 months. Should a manufacturer however offer a lesser warranty period FernAir will ensure that the owner is advised in writing of the warranty period.
2. Major service items which shall be limited to - compressors / fans and fan motors / reversing valves / printed circuit boards, which are covered by a manufacturers SPARE PARTS ONLY REPLACEMENT, shall if required to be replace under service and spare parts warranty period (3 or 12 months as indicated above) be provided and installed at no charge including FernAir labour. Charges will however be passed on for refrigerant where necessary, freight and transport costs, lifting and cranes. Charges will be levied however if it is later, following examination by the manufacturer / supplier found that warranty is rejected as the failure is deemed not to be related to a manufacturer defect.

Insurance Work

1. Any repairs undertaken which are covered by your insurance shall be undertaken only on a COD basis for the full repair value. FernAir will assist with the preparation of repairers reports on your behalf but will not undertake the work directly with the insurer. In such cases owners will first make a claim then undertake the repair, or make a claim for reimbursement from your insurer after the work has been carried out.

This Warranty Does not Cover

2. Damage or problems or unsatisfactory operation or performance arising from misuse or damage caused by others / power supply / storms / erosion / corrosion / vermin or other external cause or unauthorised interference.
3. Normal wear and tear.
4. Unsatisfactory operation or performance due to owner error or misunderstanding.
5. Consumable items.
6. Failure to use / operate or maintain the system or any component.