

The logo features the word "DAIKIN" in a bold, blue, sans-serif font at the top left. To its right are three horizontal blue lines. Below "DAIKIN" is a large, stylized number "5" in black, with a light blue diagonal stripe running from the top left to the bottom right across it. To the right of the "5" are the words "YEAR" and "WARRANTY" stacked vertically in a blue, sans-serif font.

DAIKIN 5 YEAR WARRANTY

This Warranty applies to the Daikin Altherma product(s) and the Daikin Altherma Hot Water Tank purchased and installed in Australia.

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. Your Australian Consumer Law guarantees, and similar statutory rights, are called the “Owner’s Statutory Rights” in this Warranty.

THE RIGHTS GIVEN BY THIS WARRANTY ARE IN ADDITION TO THE OWNER’S STATUTORY RIGHTS.

The Daikin 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 the relevant period set out in the attached table from the date the equipment is purchased by the Owner. After the expiry of the relevant Warranty period, any repairs or replacements done by Daikin Australia including labour will be at the Owner’s cost.

Equipment defects covered by this Warranty will be repaired or replaced at the discretion of Daikin Australia (subject to the Owner’s rights under the ACL with respect to major failures) without cost to the Owner for parts or direct repair labour except where the equipment is installed outside the boundaries of a Capital Cities Metropolitan Area as defined by Daikin Australia. The repair or replacement shall be performed during normal business hours by Daikin Australia or a repair agent authorised by Daikin Australia. Any costs incurred by Daikin Australia in performing work outside normal business hours may be charged to the Owner at Daikin Australia’s discretion.

Any Daikin Australia parts or Daikin Australia 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.

Except where inconsistent with the Owner’s Statutory Rights and the rights given by this Warranty, all other warranties and all liability of Daikin Australia for any loss or damage direct and consequential is expressly excluded.

Warranty Conditions – Daikin Altherma products & Daikin Altherma Hot Water Tank

- 1) The equipment must be installed by a licensed plumber, refrigeration/air-conditioning mechanic and electrician in accordance with the installation instructions included and all relevant statutory and local requirements of the State or Territory in which the system is installed.
- 2) The equipment must be operated and maintained strictly in accordance with instructions supplied.
- 3) This Warranty only applies to Daikin equipment and does not apply to any additional electrical and/or plumbing parts supplied by the installer.
- 4) The equipment is covered for the indicated period from the date of the original purchase. Should a part of the equipment be replaced during this period, only the balance of the original warranty will continue to remain effective. Proof of purchase is required.

- 5) Where the equipment is installed outside the boundaries of a Capital Cities Metropolitan Area as defined by Daikin Australia, the cost of transport, insurance and travelling between the nearest accredited service providers' premises may be charged to the Owner.
- 6) Daikin Australia is excluded to the extent allowable by law from responsibility for any consequential loss including injury to persons, injury to property, economic loss, pain and suffering or legal or other damages.
- 7) Should the Daikin Altherma Hot Water Tank be installed in a location where regular flushing is required due to sediment build-up, then a drain device for flushing must be fitted at the time of installation. If in doubt consult your plumber (Hot Water Tank only).

Warranty Exclusions – Daikin Altherma products & Daikin Altherma Hot Water Tank

The following Warranty exclusions may cause the Warranty to become void. This may incur a service charge and cost for parts should they be necessary:

- 1) damage or problems or unsatisfactory performance caused to the equipment by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuation, over voltage transients or electromagnetic interference not originating within the equipment;
- 2) damage or problems resulting from incorrect or poor installation or any repairs carried out by someone other than Daikin Australia or someone authorised by Daikin Australia;
- 3) damage or problems caused by the use of an accessory, component or equipment not supplied by Daikin Australia;
- 4) damage or problems caused by storm, fire, flood, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the equipment (eg dirt and moisture) or any other outside agency;
- 5) damage or deterioration to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions;
- 6) any costs or additional labour associated with gaining acceptable service access to equipment installed in restricted or unsafe (eg high) locations;
- 7) equipment which has been installed in a transportable or mobile application (eg caravan or boat);

- 8)** equipment which has been re-installed at a location other than the original location;
- 9)** freight charges (including insurance) or travelling cost for repairs performed outside the area normally serviced by Daikin Australia or a repair agent authorised by Daikin Australia;
- 10)** any consumable item (eg batteries, filters) supplied with the equipment unless the item is shown to be defective at the time of purchase;
- 11)** damage or problems or unsatisfactory performance resulting from operation in an environment where the environmental comfort of humans is not the primary function of the equipment;
- 12)** damage or problems or unsatisfactory performance resulting from operation at conditions outside the operating conditions specified in the Daikin technical or sales literature applicable to the equipment;
- 13)** damage or problems or unsatisfactory performance resulting from misapplication of the equipment; and
- 14)** damage or problems or unsatisfactory performance resulting from leaking or exhausted batteries.

In addition to the above exclusions, the following Warranty exclusions also apply to the Daikin Altherma Hot Water Tank:

- 1)** any consumable item (eg anode) supplied with the Daikin Altherma Hot Water Tank unless the item is shown to be defective at the time of purchase;
- 2)** where service is required to reconnect the Daikin Altherma Hot Water Tank due to the problems related with abnormal water supply (ie. high water pressure), faulty plumbing and/or electrical wiring, or major variations in electrical energy supply;
- 3)** where the Daikin Altherma Hot Water Tank has failed as a result of excessive water pressure; excessive temperature and/or thermal input; ice formation in the pipe work to and from the Daikin Altherma Hot Water Tank or blocked overflow/vent drain;
- 4)** where service is required due to the non-conformance with this Warranty's recommended maintenance in certain water quality conditions (refer for example to - installation to facilitate flushing, Warranty Condition No 7 above);
- 5)** claims for damage to walls foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage from the electrical element;

- 6) damage or breakage is not covered by this Warranty, and should be added separately to your general household insurance policy;
- 7) this Warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered or mineral content sources ie. Spring, dam, bore, river or other;
- 8) this Warranty does not cover the effects of the connection of the appliance to bore waters and highly mineralised waters; and
- 9) Where water stored in the Daikin Altherma Hot Water Tank exceeds the following levels:

Total dissolved solids	600 mg/litre or p.p.m
Electrical conductivity	850 μ s/cm
Total hardness	200 mg/litre or p.p.m
Chloride	250 mg/litre or p.p.m
Magnesium	10 mg/litre or p.p.m
Sodium	150 mg/litre or p.p.m
pH	Min 6.5 and Max 8.5

Owners' Responsibility

The Owner is responsible for the correct operation and regular maintenance of the Daikin Altherma products and the Daikin Altherma Hot Water Tank as listed below. The correction of any non product fault or problem is not covered by this Warranty.

- 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 (for Daikin Altherma products);
- c) Ensuring that the condensate drain is kept clean (for Daikin Altherma products);
- d) Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions (eg dirt, leaves, plants) (for Daikin Altherma products);
- e) Replacement of exhausted batteries (for Daikin Altherma products);
- f) The application of additional corrosion protection if the equipment is installed in a corrosive environment (eg industrial pollution, sea air).

Limitation of Owners' Statutory Rights

In respect of any goods supplied under the contract which are not of a kind ordinarily acquired for personal, domestic or household use or consumption, unless the Owner establishes the following limitation of liability would not be fair and reasonable, 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;
- (d) paying the cost of having the equipment repaired.

Please complete the details below and store this card along with the purchase docket in a safe place. To receive repair under Warranty both this card and the purchase docket must be presented.

Daikin Altherma Products

Model No Condenser:

Serial No:

Model No Hydro Box:

Serial No:

Daikin Altherma Hot Water Tank

Model No:

Serial No:

For repair 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.

Daikin Australia Pty Ltd

ABN 62 000 172 967

62-66 Governor Macquarie Drive

Chipping Norton NSW 2170

Customer Service: 1300 787 266

www.daikin.com.au

WARRANTY PERIODS

Daikin product	Warranty period
Daikin Altherma products	5 years parts and labour
Daikin Altherma Hot Water Tank	5 years replacement cylinder including labour 12 months replacement of components including labour