

Ayre service request

Dear Valued Customer,

Thank you for your purchase of an Ayre air conditioner.

Your Ayre air conditioner has been designed to provide many years of reliable service. Such service is, however, reliant upon appropriate installation by qualified and licensed technicians and similarly appropriate servicing. It is therefore important that you understand that the warranty on your Ayre air conditioner does not cover:

- Damage to the equipment or unsatisfactory performance caused by faulty or incorrect external wiring, incorrect power supply, voltage functions, over voltage transients or electromagnetic interference not originating within the equipment
- Damage or problems due to the installer failing to properly install the equipment
- Damage or problems caused by the use of an accessory, component or equipment not supplied or manufactured by Ayre
- Damage or problems caused by storm, fire, flood, vandalism, misuse, negligence, earthquake, war, vermin, or foreign matter entering the equipment (e.g. dirt and moisture)

For a complete list of warranty exclusions please refer back to your Ayre warranty card that was issued when you purchased your Ayre air conditioner (also downloadable from our website).

Copies of the following documents are required to be forwarded to Ayre before we can send out a technician to assist you further; these documents also need to be included in the return letter to Ayre, so that we have a copy to keep on record.

Please tick the following boxes Yes or No:

- | | Yes | No |
|-----------------------------------|--------------------------|--------------------------|
| • Purchase Invoice | <input type="checkbox"/> | <input type="checkbox"/> |
| • Plumbing Compliance Certificate | <input type="checkbox"/> | <input type="checkbox"/> |
| • Electrical Safety Certificate | <input type="checkbox"/> | <input type="checkbox"/> |

In addition to the above documentation, please also advise:

- | | | |
|---|--------------------------|---|
| • Is the unit older than 12 months? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Has this unit been serviced annually? | <input type="checkbox"/> | <input type="checkbox"/> (please include a copy of the service receipt) |

Any genuine Ayre manufacturing faults will be rectified free of charge in accordance with the warranty conditions. Any wiring or installation faults you would like our technicians to correct will be charged to you. Any warranty exclusions will incur a \$110 service call out fee (which includes the first 15 minutes of diagnosis only). Additional service time will be charged at the rate of \$85 per hour for every hour or part thereof that the technician is on-site.

In order to help us get back to you promptly, please make sure that you fill out your details on the following page as well as attach all the documents in the above checklist. You can post, email or fax the reply back to us.

Please note: For the service work to be undertaken under warranty, all customer details need to be completed correctly and all purchase invoices and certificates need to be attached.

Please initial to acknowledge that you have read and understood the above letter _____

Ayre Warranty Explanation

Ayre Conditioning Pty Ltd warranty covers only items supplied by Ayre. In most cases it is the indoor unit, the outdoor unit and controllers supplied by Ayre with the air conditioners. We do not cover any installation faults because it is the installer who gets paid to install the air conditioner. If the air conditioner fails or does not work due to installation fault it is up to the installer to cover all repair costs.

Typical installation faults that are not covered by warranty:

- **Gas leak** — All of the refrigerant leaks out over a period of time. For small leaks, it can take up to 12 months for the refrigerant to leak out. In most cases the leak would be in joining of the pipes installed by the installer. The installer got paid to install the pipes so it is his responsibility to cover the cost of repair. In most cases you can see the place of leak due to oil marks. However, if the gas leak is on the inside of the air conditioner and not due to installer's fault, Ayre will cover the full warranty costs. When an air conditioner runs low on refrigerant, a lot of damage is done to the compressor and that will shorten its life voiding the warranty on the unit. A typical symptom of a gas leak is that the unit will run but not heat or cool.
- **Compressor failure** — Provided the air conditioner has been vacuumed properly by the installer, P traps have been installed where necessary, and the unit has not been undersized, the compressor will keep on working well past the warranty period of the air conditioner. Alternatively, if the air conditioner has not been vacuumed properly during installation, it is typical for compressor to fail within 8 months. This is normally evident by the state of oil in the burned out compressor. In this case, the installer of the unit should cover all costs associated with repairing the unit.
- **Kinked pipes** — This leads to compressor working under higher load than it is designed for and will lead to early failure.
- **Crossed wires** — The wires between indoor and outdoor unit are run by the installer and any damage caused by wrong wiring will not be covered by warranty. Examples include burned circuit boards, burned compressors, water leaks and jammed valves.
- **Water leaks** — This happens due to installer not connecting drain plugs correctly. Water cannot flow uphill so if a water leak is due to a blocked drain or incorrectly run drain, Ayre Conditioning Pty Ltd will not cover this under warranty. We did not supply the drain, we did not install the drain pipe so why do we need to be responsible for warranty.

Please refer to our warranty terms and conditions for more details.

For an installer to install an air conditioner he must hold a relevant state or territory license authorising him to perform the installation. Ayre will not cover the warranty if an illegal or unlicensed installation has been performed.

In most cases if the installer does hold the relevant license they will be obligated to fix problems caused by faulty workmanship. It is their responsibility. They have been paid to carry out the installation and therefore are ultimately responsible for their work.

Please sign below to accept these terms and conditions and send them together with copies of the above-mentioned documents via:

Post: Ayre Conditioning Pty Ltd, PO Box 421, Brighton, Victoria, 3186.

Fax: (03) 9570 6088

Email: sales@ayre.com.au

Customer Details

Name _____

Address _____

Phone _____

Fax _____

Mobile _____

Email _____

Model no (air conditioner) _____

Date installed _____

Installed by _____

Installer's address _____

Customer name _____ Customer signature _____ Date _____