

# **HEAT PUMP WARRANTY AGREEMENT**

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## **Madimack Pty Ltd Warranty Terms**

This document sets forth the comprehensive terms and conditions governing the warranty provided by Madimack ("Madimack") for specified equipment, as indicated on the accompanying card. These warranty terms are supplementary to the statutory rights conferred upon the owner.

### **Coverage Duration and Inclusions:**

Madimack warrants the listed equipment against defects in design, materials, and workmanship for distinct periods:

**One Year Labor Coverage:** The warranty extends to cover labor costs associated with rectifying defects for a period of one year from the date of purchase by the original owner.

**Three Years Parts (Supply Only) Coverage:** Parts deemed faulty within three years from the date of purchase are covered under this warranty. This coverage strictly pertains to the supply of parts and excludes associated labor costs.

**Five years compressor (Supply Only) coverage:** Compressor deemed faulty within five years from the date of purchase is covered under this warranty. This coverage strictly pertains to the supply of parts and excludes associated labor costs.

**Twenty-Five Years Titanium Heat Exchanger Coverage:** The titanium section of the heat exchanger is specifically warranted for a period of twenty-five years against defects.

### **Warranty Services and Exclusions:**

Madimack, at its discretion, shall rectify defects covered under this warranty by either repair or replacement of the faulty equipment or parts. Such repairs or replacements will be conducted during regular business hours by Madimack or an authorized repair agent, free of charge for parts or direct repair labor.

### **Exclusions from Warranty Coverage:**

It is imperative to note that this warranty does not extend to cover the following circumstances

**Electrical and External Factors:** Damage arising from faulty external electrical wiring, incorrect power supply, voltage fluctuations, or electromagnetic interference not originating within the equipment.

**Installation and Accessories:** Issues resulting from incorrect or poor installation, or the utilization of non-Madimack accessories, components, or equipment.

**Natural or External Forces:** Damage caused by storms, fires, floods, vandalism, misuse, negligence, Acts of God, earthquakes, war, vermin, foreign matter ingress (e.g., dirt, moisture), or any external agency.

**Atmospheric Conditions:** Deterioration of external surfaces or refrigeration coils due to normal weathering or corrosive atmospheric conditions.

Access and Transportation: Any costs related to gaining access to equipment in challenging or hazardous locations, as well as freight charges or travel costs for repairs outside Madimack's standard service area.

Mobile Applications and Reinstallation: Equipment installed in transportable or mobile applications (e.g., caravan or boat), reinstallation in such applications, or relocation to a different location.

Consumable Items: Any consumable items (e.g., batteries, filters, belts) unless demonstrably defective at the time of purchase.

Non-Human Climate Control: Damage or performance issues resulting from operation in environments where the primary function of the equipment is not the climatic comfort of humans.

Operational Conditions: Damage, problems, or performance issues resulting from operations outside the specified operating conditions outlined in Madimack's technical or sales literature.

### **Owner's Responsibilities:**

Owners are required to diligently maintain and operate the equipment in accordance with the provided operating instructions. Regular cleaning of air filters and replacement when necessary, ensuring clear air inlets and outlets, maintaining a clean condensate drain, replacing exhausted batteries, and applying additional corrosion protection in corrosive environments are the owner's responsibilities.

### **Owner's Statutory Rights:**

Owners retain their non-excludable statutory rights, as prescribed by law, in instances where this warranty does not apply.

### **Claim Procedures:**

Owners seeking warranty service must adhere to the following procedure:

Contact Madimack's service department through the designated online portal.

A service agent will attempt to resolve the issue remotely or get in touch for further assistance.

If remote resolution is not possible, the owner will be provided with details of a local service agent.

Owners are responsible for coordinating service appointments and payments directly with the authorized service agents.

Reimbursement for covered works completed by approved Madimack Service Agents can be claimed by providing specific documentation, including invoices and reports, for validation. Upon validation, reimbursements will be processed within 28 business days.

This warranty documentation delineates in detail the coverage, exclusions, and procedures governing the warranty obligations of Madimack. For comprehensive and detailed information, refer to the original warranty documentation provided.