



unicorn

AIR CONDITIONING

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WARRANTY TERMS

- 9.1 Subject to the conditions of warranty set out in clause 9.2 Unicorn Air Conditioning warrants that if any defect in any workmanship becomes apparent within (12) months of the installation date, then Unicorn Air Conditioning will either at the installer discretion replace or remedy the workmanship.
- 9.2 The conditions applicable to the warrant in clause 9.1 are:
- (a) the warrant shall not cover any defect or damage which may be caused or partially caused by or arise through:
 - (i) Failure on the part of the customer to properly maintain the goods including cleaning filters, blown fuses, cleaning of drains, blockage of condenser/evaporator coils, failure of any equipment to function properly through the incorrect setting of any controls.
 - (ii) failure on part of the customer to follow any instructions, suggestions or guidelines provided by the installer including equipment sizing;
 - (iii) further work being done on goods by any other agent other than those authorised by Unicorn Air Conditioning
 - (iv) the continued use of goods after any defect become apparent
 - (v) fair wear and tear, vandalism, any accident or act of God including fire, flood etc.
 - (vi) damage caused by insects, rodents or any animals.
 - (b) the warranty shall cease and the installer not be held liable if the workmanship is repaired, altered or replaced by a third party without the installers consent.
 - (c) the warranty shall cease and the installer not be held liable if the customer delays payment or in case of non payment.
 - (d) The installer will not be held liable to compensate the customer for any delay in repairing or replacing the defect workmanship.
- 9.3 If in the event a service call is placed and it is found that the equipment is operating normally or malfunctioning due to misuse or negligence by the client or the equipment has not been properly maintained by a licensed air conditioning company in accordance with the manufacturer's recommendation, the customer will pay the cost of the service call together with labour and material costs.
- 9.4 Unicorn Air Conditioning is not responsible for boxing in, positioning and the space required for the dropper. In some circumstance due to the structure of the building some quoted outlets may not be accessible.
- 9.5 Unicorn Air Conditioning is not responsible for minor cracks and blemishes that may appear in ceilings and walls where duct outlets and return airs are installed; due to the construction techniques used in modern houses and older fragile ceilings this can be an unavoidable occurrence. All care will be taken to avoid this eventuality.
- 9.6 Unicorn Air Conditioning will not be responsible for any existing duct work or any other pre installed accessories. Some airflow may be restricted due to existing duct work which cannot be accessed.
- 9.7 Unicorn Air Conditioning should be given a reasonable timeframe to assess the defect and rectify it.
- 9.8 Goods not manufactured by Unicorn Air Conditioning, will be covered under the manufactures warranty in residential use being (5) years or as described in the quote. Unicorn Air Conditioning will not be held liable for any term, condition or warranty other than that which is provided by the manufactures warranty.
- 9.9 It is the customers responsibility to obtain, understand and comply with the manufacturer's warranty terms.
- 9.10 If goods are found to be defective or damaged, the installer is to be given a reasonable time frame to contact the manufacture whereby then responsibility of replacing or repairing the goods may be passed on to the manufactures. Unicorn Air Conditioning will not be held responsible if the manufacturer fails to honour their warrant.
- 9.11 Unicorn Air Conditioning has the right to withdraw the workmanship warranty if found to be misused or abused.
- 9.12 Any unnecessary or wrongful claims of defect on workmanship found not to be genuine will be charged to the customer at the callout rate and hourly rate at that current rate at that time.**