

This document sets out the terms and conditions of the product warranties for Electrolux Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty:
 - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
 - (b) 'ACL' means Schedule 2 to the Competition and Consumer Act 2010;
 - (c) 'Appliance' means any Electrolux product purchased by you accompanied by this document;
 - (d) 'ASC' means Electrolux authorised service centres;
 - (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively 'Electrolux') of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
 - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
 - (g) 'Warranty Period' means the Appliance is warranted against manufacturing defects in Australia and in New Zealand for the period of 1 year, following the date of original purchase of the Appliance. Specific components are warranted against manufacturing defects in Australia for the periods listed below if there is evidence provided to Electrolux that the Appliance was installed by a licensed plumber; and in New Zealand if there is evidence that the Appliance was installed according to the Electrolux installation guidelines which can be inspected on the Kelvinator website;
 - Hot water tank - cylinder 5 years , labour 3 years, parts 1 year
 - Continuous Gas
 - Heat Exchanger – parts 10 years, labour 3 years
 - all others components - parts 3 years, labour 3 years
 - Heat Pump Refrigerant Sealed System - 2 years parts and labour
 - Solar Collectors - parts 5 years, labour 3 years, 1 year for all other parts (mounting and connection sets)
 - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and used in normal domestic applications and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. To the extent permitted by law, you will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. If you reside outside of the service area, you will bear the cost of:
 - (a) travel of an authorised representative;
 - (b) transportation and delivery of the Appliance to and from Electrolux or its ASC.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
 - (a) the Appliance is damaged by:
 - (i) accident
 - (ii) misuse or abuse, including failure to properly maintain or service
 - (iii) normal wear and tear
 - (iv) power surges, electrical storm damage, excessive water pressure, excessive inlet water temperature or incorrect power supply
 - (v) incomplete or improper installation
 - (vi) incorrect, improper or inappropriate operation
 - (vii) insect or vermin infestation
 - (viii) failure to comply with any additional instructions supplied with the Appliance;
 - (ix) quality of water that is not in accordance with the "Water Quality" guidelines in the installation instructions;
 - (b) the Appliance is modified without authority from Electrolux in writing;
 - (c) the Appliance's serial number or warranty seal has been removed or defaced;
 - (d) the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law and subject to your non-excludable statutory rights and warranties, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Electrolux in Australia, the Appliances come with a guarantee that cannot be excluded under the ACL. 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 Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
13. To enquire about claiming under this warranty, please follow these steps:
 - (a) carefully check the operating instructions, user manual and the terms of this warranty;
 - (b) have the model and serial number of the Appliance available;
 - (c) have the proof of purchase (e.g. an invoice) available;
 - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.

Important Notice

Before calling for service, please ensure that the steps listed in clause 13 above have been followed.

<p>FOR SERVICE or to find the address of your nearest state service centre in Australia PLEASE CALL 13 62 26 For the cost of a local call (Australia only)</p>	<p>SERVICE AUSTRALIA  Electrolux ELECTROLUX HOME PRODUCTS www.electrolux.com.au</p>	<p>FOR SPARE PARTS or to find the address of your nearest state spare parts centre in Australia PLEASE CALL 1300 666 019 For the cost of a local call (Australia only)</p>
<p>FOR SERVICE or to find the address of your nearest authorised service centre in New Zealand FREE CALL 0800 10 66 10 (New Zealand only)</p>	<p>SERVICE NEW ZEALAND  Electrolux ELECTROLUX (NZ) Limited www.electrolux.co.nz</p>	<p>FOR SPARE PARTS or to find the address of your nearest state spare parts centre in New Zealand FREE CALL 0800 10 66 20 (New Zealand only)</p>