



# PRODUCT WARRANTY AGREEMENT

PLEASE READ THIS IMPORTANT INFORMATION

LENNOX Heating & Air Conditioning products 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.

**1. Instructions on use and care of your LENNOX equipment;**

- A. In order to maintain high efficiency in operation and conserve limited energy resources, we recommend a good maintenance program on your new **LENNOX** equipment. Service contracts and extended warranty programs covering parts and labour are available from most **LENNOX** dealers. Such programs provide a regular maintenance program and will help increase the service life and protect your investment. Consult your local dealer or contractor for more information.
- B. Make sure that your dealer or installing contractor fills out completely the **COMMISSIONING ACCEPTANCE AND WARRANTY AGREEMENT** including equipment description, model number, serial number and date of installation. Complete and forward a copy to **LENNOX** for registration. Keep your copy for future reference.
- C. Ask your dealer or contractor to explain the system and the function and operation of the **LENNOX** equipment installed, especially how to clean and replace air filters and operate the temperature controls.
- D. Clean or replace filters regularly. Dirty filters reduce air flow, system efficiency and cause freeze-up during cooling cycle or over heat temperature during heating cycle.
- E. Keep all air inlets and outlets free from interference and/or blocking that could reduce air flow and may cause problems as described in D above.
- F. Have your dealer or service agent inspect your units at least at the beginning of each cooling and heating season. Planned Service is excellent insurance against unnecessary wear, damage and inconvenience. Ask your dealer to explain the benefit of an annual **PLANNED SERVICE (PS)** agreement.

**2. The following are the responsibility of the user and are not covered by this warranty;**

- A. Filter cleaning and replacement.
- B. Failure of unit to operate satisfactorily due to restricted air flow over the condensing coil or outdoor unit and including recirculation.
- C. Cleaning of condensate drains and pumps to prevent overflow.
- D. Damage to the equipment or finish due to use of corrosive materials, atmosphere or animal urine.
- E. Damage due to lack of maintenance, tampering with or altering equipment.
- F. Damage due to operation of cooling equipment at outdoor temperature less than 7°Celsius for split ducted, -7°Celsius for fixed speed and -15°Celsius for inverter, unless provisions have been made for low ambient conditions.
- G. Incorrect usage or application of room thermostat or control.
- H. Undersized unit for the application.

**3. If equipment will not operate - before calling your installing dealer for service;**

- A. Check operation of remote control and that batteries are in fully charged condition
- B. Restricted air flow items (2A, B and E above).
- C. Is fuel/power turned on and is fuel/power available
- D. Some products are equipped with manual lockout or manual reset devices. Check with your installing dealer or operating instructions. Reset if necessary. **CAUTION:** Do not reset more than once. If unit continues to malfunction, call your service dealer. When calling your local dealer or service contractor, be prepared to supply them with complete model numbers of equipment, along with serial numbers and installation date. Also be prepared to give them an accurate description of the problem.



**HEATING & AIR CONDITIONING**

ABN 67 000 056 717

A DIVISION OF HEATCRAFT AUSTRALIA PTY LTD

LOCKED BAG 6501, REGENTS PARK - NSW - 2143 - PHONE 132 350

Effective Date – January 2012

## FIVE YEAR RESIDENTIAL PRODUCT WARRANTY

We warrant that your **LENNOX** equipment will deliver its rated heating and cooling capacity when installed, operated and serviced in strict accordance with **LENNOX** recommendations as detailed in the **LENNOX** Engineering Handbook, Installation Instructions and Terms and Conditions of Sale. If, within **FIVE YEARS** of the date of purchase, (proof of purchase is required), any part of your **LENNOX** heating, cooling or accessory equipment fails because of a manufacturing defect, **LENNOX** will supply a replacement part free of charge, provided that the equipment has been regularly maintained as per **LENNOX** instructions. This Warranty also covers the cost of labour to replace the part at the rates shown in the **LENNOX** schedule of rates in force at the time of claim.

**EXTENDED PARTS ONLY WARRANTY:** For certain components in **LENNOX** equipment, the warranty period is extended to the original owner beyond the basic five year period, provided the equipment has not been moved from its original installation.

COMPONENT	ADDITIONAL WARRANTY PERIOD	TOTAL PERIOD WARRANTY
GAS HEAT-EXCHANGERS	FIVE YEARS	TEN YEARS

### EXCEPTIONS TO THE LIMITED FIVE YEAR WARRANTY

**LENNOX** equipment is only warranted for one year unless the following conditions are met;

1. The **LENNOX** equipment has been commissioned by a **LENNOX** Authorised Dealer
2. The installing Dealer has completed and returned a Commissioning Report to **HEATCRAFT AUST. PTY LTD.**
3. The equipment has been regularly maintained as per **LENNOX** Service Instructions supplied along with the equipment.
4. **LENNOX** heating equipment has not been operated in atmospheres contaminated by compounds of chlorine, fluorine or any other corrosive chemicals.
5. Return air entering **LENNOX** gas heating equipment is not consistently less than 10 degrees Celsius
6. **LENNOX** air conditioning equipment is used for providing heating and cooling for any other purpose other than what they are designed for. This excludes applications such as computer rooms, cool rooms or any applications where there is artificial heat source that influences the room conditions.

### GENERAL WARRANTY CONDITIONS

This Warranty shall not apply if the equipment has been subjected to misuse, negligence, and accident in transit or has been tampered with or altered in any way, except as directed in writing by **LENNOX**. Also this Warranty shall not apply if the electrical components have been subjected to voltages other than the range specified on the name plate. This Warranty shall not apply to compressors unless all major system components (indoor unit, outdoor unit and refrigeration control devices) are matched as recommended by **LENNOX**. This Warranty is a product related Warranty and does not include work required to revise an incorrectly designed or installed system. Neither is it to be interpreted to cover payment for any works associated with normal installation, commissioning or regular servicing procedures (e.g. cleaning and/or replacement of filters, refrigeration gas, oil, gaskets, etc.). In the event of a Warranty claim, **LENNOX** or its agent reserves the right to allocate the work to a third party being an authorized **LENNOX** service dealer. This Warranty excludes applications where **LENNOX** air conditioning equipment is used for providing heating and cooling for any other purpose for which they are designed. This excludes applications such as computer rooms, cool rooms or any application where **LENNOX** air conditioners are used for purposes other than for providing human comfort.

### FREIGHT AND TRAVELLING EXPENSES ARE NOT INCLUDED AND ARE NOT COVERED BY THIS WARRANTY

**LENNOX** shall not be liable for any default or delay in performance under this Warranty caused by any contingency beyond its control, including without limitation, war, government restrictions or restraint, strikes, fire, floods or a short or reduced supply of raw material. There are no express Warranties other than set forth above. All implied Warranties, including the implied Warranties of merchantability and fitness for a particular purpose, are limited to the duration of the application express Warranty, set forth above. Liability for incidental and consequential damages is excluded.

Effective Date January 2012

## COMMISSIONING ACCEPTANCE AND WARRANTY AGREEMENT

To register this **LENNOX** Warranty, please complete the section below and return to **LENNOX** Heating & Air Conditioning, Locked Bag 6501, Regents Park, NSW 2143. Alternatively you can register online at [www.lennox.com.au](http://www.lennox.com.au). To get your unit repaired under Warranty, both this document and proof of purchase must be presented.

**I/WE ACCEPT THAT THE EQUIPMENT AS DETAILED IN THE COMMISSIONING REPORT HAS BEEN INSTALLED AND COMMISSIONED TO MY/OUR SATISFACTION AND IS OPERATING TO SPECIFICATION.**

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**PLEASE PRINT AND COMPLETE ALL SECTIONS CORRECTLY**

Name:			
Address			
Street:	Suburb:	State:	Postcode:
Telephone:	Mobile:		
Date of Installation:			
Model details - Indoor/Outdoor:		Outdoor Serial No.:	
Installer/Dealer details:			
Address			
Street:	Suburb:	State:	Postcode:

TECHNICIAN SIGNATURE ..... DATE: .....

**RETURN THIS PAGE TO HEATCRAFT AUSTRALIA PTY LTD**