

# WARRANTY POLICY

**IVR Group Pty Limited T/As Airocle** ABN 64 140 999 631 provides the following Warranty to the Purchaser of its products;

The **9 Series (9FR)** shall be free from defect in material and workmanship under normal use for a period of **Twelve Months (1 year)** from the delivery date.

Our goods 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 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 meet the manufacturers (Airocle) published product performance data.

Where the warranty is to be used for goods or services that cost less than \$40,000 or which are of a kind ordinarily acquired for domestic, household or personal use or consumption (irrespective of their cost), then the following applies. *"Notwithstanding any other provisions of this Warranty, our Goods 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 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."*

If your 9 Series has either an Electric/Pneumatic Damper Actuator or any moving parts, these items are warranted for **12 Months (1 Year)**, from the delivery date.

In the event of a failure of the Product due to faulty material or faulty production then the Customer shall return the faulty Product to Airocle at its nominated address (subject to prior authorisation by Airocle) for inspection to determine the circumstances around the products failure. The cost of the initial transportation to Airocle shall be borne by the Purchaser. If the Product is found to be faulty then Airocle shall repair or replace such Product without cost to the Purchaser and return the replacement or repaired unit at Airocle's cost. Airocle will not be responsible for material cost in the removal and replacement of the warranty product, however we will meet a 50% shared cost for labour if prior agreement is obtained this does not include travel time by the labour involved to site.

**Please Note:** According to AS1851 the goods must be serviced and maintained every six months. For this warranty to be valid, all service/maintenance must be carried out by the manufacturer (**IVR Group Pty Ltd T/As Airocle**). (This applies to operable ventilators only)

This Warranty shall not apply when, or cover:



- The Product has been subject to misuse, neglect or accident outside of normal use or subjected to conditions of use for which the Product was not designed;
- A failure to ensure the correct installation of the Product in accordance with the installation instructions provided by Airocle;
- The purchasers cost to remove the product and its re-installation unless an Airocle authorised installer was used or the original installation costs were part of the original purchases invoice from Airocle;
- Damage caused by alteration to the Product or servicing by a person other than an Airocle approved Service Contractor;
- Being subjected to conditions other than which the Products were designed and agreed to by Airocle;
- Acts of God and vandalism beyond the control of Airocle or the Customer;
- Bearing systems, if applicable, not being regularly serviced at least every six (6) months after the date of installation by Airocle or an Airocle approved Service Contractor;

No Warranty as to fitness for purpose is given by Airocle except as set out in this Warranty

Airocle is not liable for any indirect or consequential damage to any person or property arising from the use of the Product or any defect in the Product and the liability of Airocle is limited to the matters set out in this Warranty.

**For service of goods, or warranty enquiries,  
please contact our office:**

**Phone: 1800 805 062**  
**Email: [service@airocle.com.au](mailto:service@airocle.com.au)**  
**PO Box 583, Picton NSW 2571**