



Warranty Terms and Conditions





SAI HVAC PRODUCT WARRANTY

Customer Name:		
Address:		
Suburb:	State:	Postcode:
Ph:		
Installer/Dealer name		
Address:		
Suburb:	State	Postcode:
Phone:		
Date of installation:	Commercial or Residential?	
Outdoor model number	Outdoor serial No.	

To register this warranty, please complete the form below and send to SAI HVAC 2/5 Hereford St Berkeley Vale NSW 2261 or alternatively go to www.compactcomfort.com and fill out our online registration form.



Customer Name:		
Address:		
Suburb:	State:	Postcode:
Ph:		
Installer/Dealer name		
Address:		
Suburb:	State	Postcode:
Phone:		
Date of installation:	Commercial or Residential?	
Outdoor model number	Outdoor serial No.	



SAI HVAC Warranty Terms and Conditions

All goods which are the company's own are guaranteed against faulty workmanship, materials or design for a period of 12 months from the date of despatch, after which all liability on the part of the Company ceases, save:

a) Goods which are branded SAI HVAC or Compact Comfort, registered with SAI HVAC or Compact Comfort prior to the expiration of the standard 12-month warranty period, form part of the air conditioning unit and are used in a human comfort application (any structure where the primary internal heat load is generated by people, windows/doors are closed except when moving from room to room). These goods are guaranteed against faulty workmanship, materials, or design for a period of 5 years (60 months) from the date of system commissioning or 6 years (72 months) from the date of manufacture which ever expires first for domestic applications.

For any commercial applications warranty carries a 1-year (12 months) labour and 3-year (36 months) parts and compressor warranty.

The Guarantee does not apply in the following cases:

- b) Defect arising from materials supplied by the Purchaser or from a design requested by the Purchaser.
- c) Replacements or repairs resulting from normal wear of units and machinery, corrosive atmosphere, damage or injury caused by lack of care, insufficient inspection or maintenance, or improper use of the goods.
- d) Failure attributable to fortuitous circumstances or "force majeure"

The guarantee consists of repairing, modifying or replacing the parts or units recognised as defective within the shortest time at the Company's premises at the Company's expense save parts that are branded SAI HVAC and form part of the air conditioner, these parts will be repaired at the installation location providing the location is within 100km from the Company's premises or the premises of an appointed Agent or Dealer. The guarantee is inclusive of parts and labour. Subject to the above, the Company's liability and that of its resellers is wholly limited to the original cost of the product sold. Any unauthorised repairs or alterations to the equipment shall invalidate this warranty. In case of goods not of the manufacture of the company or its principals, the Company undertakes that it will, if requested in writing by the Purchaser to obtain from the manufacturer the benefit of any guarantee or warranty which the manufacturer may have expressly given as to the quality or fitness for any purpose of the goods, except as may otherwise be provided for by law. The fulfilment of this undertaking shall constitute the Company's sole liability in respect of any faulty goods of the manufacture of the Company or its principals. Neither the reseller nor the Company shall be liable for any injury, damages, expenses, or loss of profit, direct or consequential, arising out of the use or installation of products supplied by the Company all of which are supplied at the sole risk of the user. This warranty is in addition to any statutory warranty which a Purchaser cannot waive but all other warranties are waived by the Purchaser.

SAI HVAC has developed the most advanced direct expansion vapour compression air conditioning control system commercially available. A major advantage of this control system is that it limits disruptions to your work or social schedule by limiting the number of times a system needs to be physically accessed by a technician. The cumulative costs of additional access events over the life of a system is significant in time and money. Most systems are installed in a confined space and physical access comes with associated risks such as safety issues and damage to property. WHOS legislation in many jurisdictions requires a safety spotter for access in confined space or rooftop access. SAI HVAC has developed a diagnostic system that dramatically reduces the need for access and by doing so reduces risk to the health of technicians, reduces risk of property damage, reduces disruption to your work, family or social life and reduces the overall cost of warranty and support cover for the life of the system. SAI HVAC have calculated the cost of warranty on this basis and require that each SAI system be connected to a network and has internet access. If you plan on installing a system that does not have network and internet access, please contact SAI HVAC to better understand the impact on warranty.

SAI HVAC systems used in human comfort applications are covered by a parts and labour on-site warranty as explained in detail later in this document. SAI HVAC is committed to making sure that our clients get years of trouble-free operation from what we believe to be the world's best residential concealed ducted air conditioning system. Like all warranty policies the SAI HVAC warranty provides peace of mind for clients and details the rights and responsibilities of SAI HVAC and the client.

HVAC systems like all machines require regular maintenance. If regular maintenance is not completed the system operation is compromised and although SAI HVAC systems have many safety systems built into their operation system longevity will be compromised. In most residential environments a single service per year completed in accordance with the programmed maintenance schedule is sufficient to ensure that system performance is not compromised, and warranty terms and conditions are met.

SAI HVAC tracks all activity relating to your system and all other systems no matter where they are installed. This allows us to make sure that all performance information is passed directly back to our engineering team so that future SAI HVAC systems can continue to set a new standard in product reliability. Tracking all system activity also helps our Service Team identify any environmental factors, unusual activity, or a repeat faults. To achieve the required level of tracking to provide peace of mind for our clients we require that all systems be registered on the Compact Comfort website within the first twelve months of operation. Immediately on completion of the online registration form, a unique identifier will be sent to the nominated email address, your system warranty will be extended from twelve months to six years from date of manufacture or five years from date of installation (whichever expires first).



Controls and Accessories

SAI HVAC Controls and optional accessories that come with the units or are ordered as an option to be fitted to the same unit at time of purchase come with the same warranty as the outdoor and indoor units according to the SAI HVAC warranty terms and conditions common accessories are as follows.

- SAI HVAC wall controllers and sensors
- SAI HVAC cards/modules including all zoning controls systems

Optional Accessories bought as replacements or not bought in conjunction with a SAI HVAC Air conditioner are covered by a 12-month manufacturer warranty including modules, sensors and wall controllers.

This Warranty does not cover:

- Damage or problems or unsatisfactory performance caused to the product by incorrect or faulty external electrical wiring, voltage fluctuations, incorrect power supply, over transient or electromagnetic interference not originating within the product.
- Damage, problems or unsatisfactory performance caused by incorrect installation or commissioning.
- Damage, problems or unsatisfactory performance caused by the use of an accessory, component or product not supplied by SAI HVAC.
- Damage, problems or unsatisfactory performance caused by storm, lightning strike, fire, flood, hail, atmospheric fallout, neglect or misuse, acts of God, war, famine, foreign matter such as moisture or dirt, vermin or insect, earthquake or any other outside agency.
- Deterioration or damage to external surfaces caused by normal weathering.
- Product re-installed in a new location other than its original location.
- Any costs associated with gaining acceptable service access to the product installed in restricted or unsafe locations.
- Incorrect use or installation.
- Destructive or rectification works, if required to gain service access to the Indoor or Outdoor units. This should always be considered and provided for at the time of design and installation.

The Purchaser is Responsible for:

- Operation of the product in accordance with the operating instructions.
- Carrying out annual maintenance of the product, for residential once every 12 months and for commercial once every 3 months. *Failure to carry out preventative maintenance may result in warranty being declined or reduced.*
- Ensuring the condensate drain is kept clean.
- The correct operation and regular maintenance of this product. The correction of any non-product, fault or problem is not covered by this warranty.
- Ensuring that the air inlet and the outlet of the outdoor unit is kept clear of any obstructions e.g. dirt, leaves, plants.
- Regular cleaning of the air filter(s) and replacement when necessary.
- Application of additional corrosive protection if the product is installed in a corrosive environment (e.g. Sea air, pollution).

Repairs Under Warranty:

- No warranty repairs may be carried out unless pre-approved by SAI HVAC with an issued Work order.
- Labour involved in end user faults, complaints are not covered by SAI HVAC warranty and should be charged to the end user.
- The Installation company is expected to carry out the first service call on any new fault within the first 12 months where service faults cannot be clearly identified as manufacturer faults.
- SAI HVAC are not liable for any extra time required to service units if installed in difficult locations.
- A Diagnosis fee of 1 hour and a call out fee can be charged if the product is found to have a manufacturer fault.
- Spare parts are supplied by SAI HVAC unless authorised otherwise.



g. All Warranty parts must be returned to SAI HVAC for assessment (unless requested otherwise), SAI HVAC reserves the right to assess parts deemed faulty from site for review under SAI HVAC warranty terms and conditions.

Key Warranty Points

1. Register your system: <https://www.compactcomfort.com/support-downloads>
2. Keep your system well maintained (12 months-residential, 3 months for commercial) (If a fault occurs due to lack of maintenance or would have been rectified sooner if noted during programmed maintenance your claim may be declined or reduced).
3. Be mindful of possible travel charges (is there an appointed service agent within 100km from your home?).
4. Be mindful of broader system components that are not manufactured by SAI HVAC and may have different warranty terms and conditions (This may include iPads, motorised dampers, three phase soft start modules, ductwork, diffusers and grilles).
5. Be mindful that in the rare event that a failure occurs the replacement component is covered by twelve months or the remaining term of the system wide warranty whichever is the longest.
6. Access to installed units both indoor and outdoor must be provided for any warranty work by contractors to be carried out.

System Registration

Registration No. Date Issued.

Web: www.compactcomfort.com www.saihvac.com.au
Email: service@saihvac.com.au

