

## 1. YOUR RIGHTS

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 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. The benefits conferred under this Midea warranty are in addition to other rights and remedies available to you under the Australian Consumer Law (see also 11. below).

## 2. MIDEA WARRANTY:

2.1 Subject to the terms and conditions herein, Castel Electronics warrants that it will repair or, at its option, replace Midea products as specified below where such Midea product is defective by reason of faulty workmanship or materials, free of charge for parts and labour for:

- i. Five (5) years on split system air conditioners.
- ii. Five (5) years for window type air conditioners.
- iii. Two (2) years on portable air conditioners in Residential applications and Two (2) years in Commercial applications. (Commercial applications only on return to base for repair basis).
- iv. Five (5) years on split ducted systems in Residential and Commercial applications.
- v. Five (5) years on cassette systems in Residential and Commercial applications.
- vi. Five (5) years on Standard Multi-head systems(Non VRF) in Residential and Commercial applications. (For VRF warranty refer separate VRF Warranty Card).
- vii. One (1) year on air purifier (on return to base for repair basis).
- viii. Two (2) years on dehumidifier in Residential applications and one (1) year in Commercial applications (both only on return to base for repair basis).

2.2 Any usage requiring continuous operation of the product, and/or not intended for human comfort such as for cooling of machinery, wine cellars etc will void the warranty in its entirety.

2.3 The warranty period begins from the date of original purchase of the product from an authorised dealer. The warranty on the remote control is for one (1) year only.

The warranty on the above listed products is only valid if used solely for human comfort.

## 3. LIMITATION ON PRODUCTS COVERED BY THIS WARRANTY:

Any form of unauthorised modification and/or adaptation made to the product(s) deviating from the specifications and/or the intended use of the product(s) shall void this warranty in its entirety.

## 4. CONDITIONS:

This Midea Warranty only applies:

- i. in relation to Midea products described herein which are distributed by Castel Electronics and purchased from an authorised Midea dealer; and
- ii. where the said Midea products have been installed by a person/company which is certified or licensed by the relevant Federal and/or state authorities to carry out installations of air conditioners and having provided such licence number(s) issued by the said authorities; and
- iii. the said Midea products have been installed and used in accordance with the instruction on the unit or in the relevant instruction manual; and
- iv. proof of purchase in the form of a receipt from an authorised Midea dealer is presented when requesting Midea warranty service; and
- v. is void in the event of any service undertaken by an unauthorised service centre or any tampering of any nature in respect of the said Midea products by an unauthorised person.
- vi. in the case of split ducted systems, warranty applies only to the Midea fan coil and condenser. Commercial warranty period applies subject to the Midea fan coil and condenser receiving a documented annual service inspection and function from a qualified air conditioning service company. This service must make sure as a minimum that all gas levels are correct and that all electrical connections, evaporator coils, condenser coils and fans both internal and external are in good condition. Return air filters must be maintained and are the responsibility of the owner in both domestic and commercial applications. Any service call out for service where it is determined that the problem lies with associated duct work, zone controllers, dampers, wiring etc which have been provided by a 3rd party or poor design of same resulting in noisy or poor air distribution will not be covered under this warranty. In this instance the consumer will be liable to reimburse the service technician for his/her service call out fee and onsite costs to rectify the issue.
- vii. In order to make a warranty claim and for service to be provided under this warranty, the owner must produce the original dated purchase receipt. It shall be the owner's obligation to pay for any repairs or service costs made in respect of the product for which the owner is unable to provide the original sales receipt.

## 5. SERVICE:

For Warranty Service please contact Castel Electronics on 1300 726 002 for assistance.

- i. Product covered by this warranty will be serviced during normal business hours, by an Authorised Midea Service Centre, free of charge for parts and labour.
- ii. In the event that the product or part of the product has to be returned for repair to Authorised Midea Service Centre, the owner is responsible for all transport and transportation insurance cost incurred.
- iii. A travelling fee will be charged on service calls outside the area normally serviced by Authorised Midea Service Centres if the distance is more than 25 kilometres.

iv. In the event that the owner is not in attendance at the address notified to Castel Electronics or its Authorised Midea Service Centre during normal business hours and an appointment has been made with the owner for the provision of service, additional charges may be made at the prevailing rates for each service made or attempted.

v. Save for the costs specified in this Condition 5 this warranty does not otherwise cover the cost of claiming under the warranty. All other costs and expenses incurred in claiming under the warranty, including forwarding and return freight costs, will be at the owner's expense.

## 6. EXCLUSION:

This Midea Warranty excludes:

- a. Subject to the purchaser's rights referred to herein, Castel Electronics hereby excludes and disclaims to the maximum extent permitted by law any and all other liability in respect of the product.
- b. This Midea warranty does not apply to:
  - i. any damage to paint work, metal framework or finished trims of the product caused by weathering, rain, hail, storm, flood, fire, salt, corrosive materials and corrosive environments.
  - ii. if the product is installed in a moveable dwelling, caravan or boat.
  - iii. if the product is installed in a factory, workshop, kitchen, garage or any other location where the air quality is particularly dusty or polluted and measured to be in excess of what could be considered normal in a domestic or office environment
  - iv. if the product is reinstalled during the period of the warranty at any location other than the original location.
  - v. any damage caused by abusive usage of the equipment and any damage to removable parts due to mishandling.
  - vi. filters, batteries, power plug, leads, glass panels or plastic accessories, appearance items and cabinetry, or other appearance items except where they are defective at the time of original sale and are reported within the first seven working days.
  - vii. failure arising from accident, misuse or negligence to properly connect and operate the product in accordance with the accompanying operation manual.
  - viii. failure arising from installation by a person or company not fully licensed to carry out installations on air conditioners, and failure arising from improper installation of the product (note warranty condition 4.ii).
  - ix. failure arising from any tampering, alteration, or attempted servicing of the product by anyone other than Castel Electronics or its Authorised Midea Service Centre. Midea and Castel Electronics shall have no liability or obligation of any kind with respect to or any of the foregoing types of failures.
  - x. failure arising from lack of reasonable maintenance of the air conditioner (for example regular cleaning, replacement of filters etc).
  - xi. calls to attend or request for service in respect of any adjustment which could have been performed by the owner or from problems relating to external power supply.
  - xii. product where the serial number is removed or defaced.
  - xiii. insurance of any product in transit or when in possession of Castel Electronics or any other party.
  - xiv. failure arising from wildlife damage, power surges, connection to incorrect voltage, voltage fluctuations and external electromagnetic interference.
  - xv. any circumstances which constitute an "Act of God" (for example earthquake, typhoons, flash floods, etc) or which normally be covered by normal household insurance.

## 7. PURCHASER'S REGISTRATION:

To ensure your purchase is fully covered by Midea warranty, we advise owners to complete the Warranty Registration Form on-line at [mideaappliances.com.au](http://mideaappliances.com.au) or by post and return it to Castel Electronics Pty Ltd immediately. Only Castel Electronics has authority to add or alter the terms of this Midea Warranty.

## 8. WHAT THE OWNER MUST PAY FOR:

- 8.1 The owner must pay for:
  - i. Cost of removing the product from its installation above 2 metres high;
  - ii. Cost of any re-installation that is above 2 metres high that may be required;
  - iii. Any cost of delivery of the product to the authorised Midea service centre for repair;
  - iv. Any cost incurred in returning the product to the owner following the said repair.
- 8.2 It shall be the owner's obligation to pay for any repairs made to the product for which the owner is unable to provide the original sales receipt.
- 8.3 The owner must also pay for any costs associated with gaining safe access to any Midea product installed above 2 metres high.
9. This warranty only applies to products purchased in Australia, and only applies while such products are used in Australia. Products purchased outside Australia and failure occurring inside Australia are not covered by this warranty.
10. Castel Electronics may at its sole option replace the product without charge. However, if replacement is not commercially practical, or repair or replacement cannot be accomplished within a reasonable time, Castel Electronics may refund the purchase price of the product with due adjustment for the remaining period of the warranty. This is in full satisfaction of its warranty obligation.
11. Please note that the refund referred to in 1. above should be effected through the proper channels, i.e. the consumer to take up with the Supplier as defined in the ACL (likely to be the retailer selling the product to the consumer) and for the Supplier to take it up with the wholesaler/manufacturer i.e. Castel Electronics Pty Ltd.

# WARRANTY REGISTRATION FORM

To ensure your purchase is fully covered by Midea Warranty, register your warranty online at our Midea website, [mideaappliances.com.au](http://mideaappliances.com.au) or complete Section 1 and 2 of this **WARRANTY REGISTRATION FORM** and return by post to Castel Electronics Pty Ltd immediately.

## Section 1

Model No: \_\_\_\_\_

Serial No. - indoor unit: \_\_\_\_\_

Serial No. - outdoor unit: \_\_\_\_\_

Purchased From: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Retailer Invoice / Receipt No: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Purchaser's Name: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Section 2

*Air Conditioner Installation Details (see warranty condition 4-ii)*

Installer Name: \_\_\_\_\_

Reg No: \_\_\_\_\_

Company: \_\_\_\_\_

Ph: \_\_\_\_\_

Electrician Name: \_\_\_\_\_

Reg No: \_\_\_\_\_

Company: \_\_\_\_\_

Ph: \_\_\_\_\_



# WARRANTY CONDITIONS

Effective from 1 October, 2015

This warranty supersedes all other warranty forms of an earlier date or undated  
Midea Air Conditioning products are distributed in Australia by Castel Electronics Pty Ltd ABN 88 074 561 087

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Warranty Registration can be completed online at our Midea website, [mideaappliances.com.au](http://mideaappliances.com.au),  
or returned to Castel Electronics Pty Ltd by post within 30 days of date of purchase.

This warranty is pursuant to the conditions on the back.

In the event of a warranty claim, you must produce your original dated purchase receipt in order for service to be provided under this warranty.



Castel Electronics Pty Ltd 48A Radford Road, Reservoir, Victoria 3073

Telephone: (03) 9495 2899 Facsimile: (03) 9460 7788 Castel website: [www.castel.com.au](http://www.castel.com.au)

FOR WARRANTY SERVICE PHONE 1300 726 002

## FOR YOUR RECORD Complete and retain this section as your record of purchase.

Purchased From \_\_\_\_\_ Type of Product \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Model No. \_\_\_\_\_ Serial No. Indoor Unit \_\_\_\_\_ Serial No. Outdoor Unit \_\_\_\_\_

### Installation details:

Installer Name \_\_\_\_\_ Reg. No. \_\_\_\_\_

Company \_\_\_\_\_ Phone \_\_\_\_\_

Electrician Name \_\_\_\_\_ Reg. No. \_\_\_\_\_

Company \_\_\_\_\_ Phone \_\_\_\_\_



STAMP

Castel Electronics Pty Ltd  
PO Box 432  
Reservoir VIC 3073