

# POLOCOOL

## POLOCOOL PORTABLE REFRIGERATED AIR CONDITIONER WARRANTY MODELS KN14C, KN12C and KN10C

### POLOCOOL WARRANTY

Subject to the conditions and exclusions described below, POLOCOOL portable air conditioners are warranted for **TWO YEARS** from the date of purchase.

If during that period, it can be shown that the air conditioner does not operate because of a fault in construction, material or production of the air conditioner, it will be replaced free of charge with an equivalent, fully operational air conditioner.

This air conditioner has been designed and manufactured to operate in a domestic situation only and should not be used for other purposes.

### WARRANTY CONDITIONS

This POLOCOOL warranty only applies:

1. In relation to POLOCOOL portable air conditioners which are distributed by POLO APPLIANCES (ABN 80 749 103 558) and purchased from an authorized POLOCOOL dealer;
2. If the POLOCOOL portable air conditioners have been installed and used according to the User Manual supplied with the unit;
3. If you are the original purchaser and proof of purchase in the form of the original purchase receipt/sales invoice from an authorized POLOCOOL dealer is presented when requesting warranty replacement.

The faulty portable air conditioner is to be returned to the original dealer (in original packaging material if possible) where purchased and the replacement air conditioner collected from the same location. No home delivery of the replacement air conditioner is possible. The owner is responsible for all transportation (and any applicable insurance) costs of taking the POLOCOOL portable air conditioner to and the replacement air conditioner from the original dealer.

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## WARRANTY EXCLUSIONS

This POLOCOOL warranty does not apply to:

1. Commercial usage or any usage requiring continuous operation of the air conditioner not intended for human comfort such as cooling of machinery, wine cellars etc;
2. Any damage caused by abusive usage of the air conditioner eg dropping when moving and any damage to removable parts due to mishandling;
3. Filters, remote control, remote control batteries, rolling castors, installation accessories (air exhaust hose, hose inlet and outlet, window slider, window adaptor), power plug, lead, plastic panels, appearance items and cabinetry;
4. Failure arising from accident, misuse or negligence to properly connect and operate the product in accordance with the accompanying information contained in the User Manual;
5. Failure arising from any tampering, alteration, or attempted servicing of the product by anyone other than a POLOCOOL authorized service centre;
6. Failure arising from any form of unauthorized modification and/or adaption made to the air conditioner deviating from the specifications and/or the intended use of the product;
7. Failure arising from lack of reasonable maintenance of the air conditioner (for example regular cleaning of the filters, etc);
8. Failure arising from power surges, connection to incorrect voltage, voltage fluctuations and external electromagnetic interference;
9. Any claims made regarding the cooling capacity of the air conditioner in square metres of floor area. This is given only as a guide and can have substantial variations.

## FURTHER INFORMATION

1. The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates; and
2. 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.

## WARRANTY ADVICE

For Warranty advice please contact POLO on 1800 087 840

Websites [www.polocool.com.au](http://www.polocool.com.au) [www.mypolo.com.au](http://www.mypolo.com.au)