

# Warranty Terms & Conditions

## ACCESSORIES WARRANTIES

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.

Products sold under the Daikin Accessories range are supported by the following warranties:

### DAIKIN ACCESSORIES - except AIRFX COPPER PAIRCOIL PRODUCTS:

- 12 Month parts only.

NOTE: Parts must be returned to a Daikin for assessment before a replacement or reimbursement will be provided.

This warranty does not cover damage caused by misapplication, misuse, neglect, shipping accident, incorrect or improper installation, voltage supply problems, unauthorised modification or repairs of any kind, exposure to corrosive conditions, exposure to weather.

### AIRFX COPPER PAIRCOIL PRODUCTS:

Coil Type	Application	
	Domestic <sup>1</sup>	Commerical <sup>2</sup>
FX Standard White 9 & 10mm	12 Months Replacement Pair Coil Only	-
AirFX Heavy Duty (Suffix HD) 9 & 13mm	5 Years Parts & Labour	-
AirFX Fire Rated (Suffix FR) 13mm	5 Years Parts & Labour	-
AirFX Fire Rated (Suffix FR) 19 & 21mm	5 Years Parts & Labour	5 Years Replacement Pair Coil Only

<sup>1</sup>Domestic applications are class 1, class 10a, certain class 10b and class 10c buildings as defined by NCC 2022 Volume 2

<sup>2</sup>Commercial applications are class 2 to 9 buildings and certain 1b, 10a and 10b buildings as defined by NCC 2022 Volume 1

### 12 MONTHS & 5 YEAR REPLACEMENT PAIRCOIL ONLY WARRANTY:

Defective Pair Coil sample must be returned to Daikin for assessment as per the warranty claim submission process below before replacement pair coil or reimbursement will be provided.

This warranty does not cover damage caused by misapplication, misuse, neglect, shipping accident, incorrect or improper installation, voltage supply problems, unauthorised modification or repairs of any kind, exposure to corrosive conditions, exposure to weather.

### 5 YEARS PARTS & LABOUR:

Five years replacement parts plus the reimbursement of the reasonable cost (to be determined by Daikin) of labour required to remove the old product and install the new product.

The warranty does not cover:

- Damage caused by misapplication, misuse, neglect, shipping accident, incorrect or improper installation, voltage supply problems, unauthorised modification or repairs of any kind, exposure to corrosive conditions, exposure to weather and where no fault is found with the product itself.
- Costs for scaffolding, scissor-lifts, cranes or other specialized access equipment that may be required; repair of plasterboard, paint, cladding or other finishes disturbed during replacement.
- Damage caused by the original installation where that installation does not comply with AS/NZS 1571, the National Construction Code, or ARCTick licence conditions.

### PARTS & LABOUR AND PARTS ONLY WARRANTY CLAIM SUBMISSION:

When submitting a claim the following must be provided to Daikin:

1. Purchase invoice
2. Photos showing product code of the failed Pair Coil as installed
3. Leak-test video or Daikin Service Report evidencing the failure of the Pair Coil
4. 1200 mm length sample of failed Pair Coil including the insulation with AFX branding
5. Itemised invoice for the cost of the labour required to remove the old Pair Coil and install the new Pair Coil (parts & Labour claims only)

Claims must be lodged within 14 days of the discovery of the defective Pair Coil . ; Daikin aims to decide within 30 days of receiving complete evidence.

NOTE: THE RIGHTS GIVEN BY THE DAIKIN AUSTRALIA IN THESE WARRANTIES ARE IN ADDITION TO THE OWNER'S STATUTORY RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW.

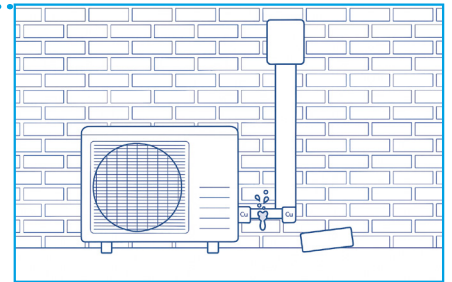
# AirFX Pair Coil Warranty Claims Process

# AirFX

STEP  
1

## Take Installation Pictures

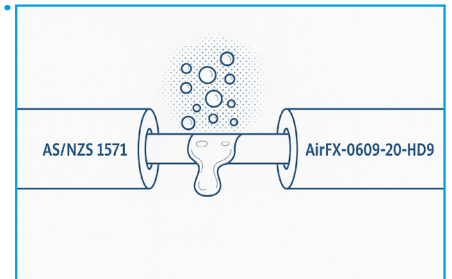
Take photo(s) of where the leak has occurred in the system while the faulty coil is installed. Show all trunking that houses the coil and its location, as per this example. The model number must be shown in at least one of the photos. In addition, photos are required for non-leak faults.



STEP  
2

## Take Leak Test Video & Images

Perform a leak test and take a short video clearly showing the leaking copper and the surrounding insulation. The video must include the AirFX branding on the insulation. For non-leak faults, take photos and video of the fault clearly showing the branded insulation.



STEP  
3

## Complete Warranty Form

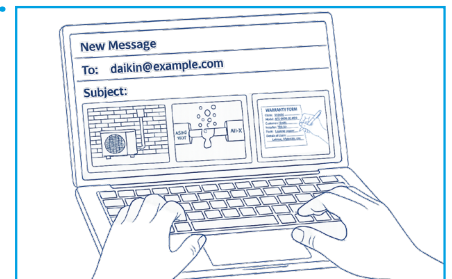
Fill out the standard Daikin Warranty form, including a detailed breakdown of labour and materials claimed to make good the installation. Print this form and include it in the same shipping box as the pair coil sample (see step 5).



STEP  
4

## Email Claim, Video & Photos

Email the leak test video, installation pictures, and claim form to [warrantyclaims@daikin.com.au](mailto:warrantyclaims@daikin.com.au) to register your warranty claim. Include your claim number in the subject line of the email.



STEP  
5

## Pack Leaking Sample For Testing

Remove a minimum 1.2 m section of the leaking pipe, including the surrounding pair coil, clearly showing AirFX branding for testing. This must include branded insulation. Carefully pack the faulty coil and branded insulation in a box and send it to the address shown on the right; alternatively, give it to your account manager. Include the printed warranty form from step 3. To assist with testing and to speed up claims, please mark the leaking section with a felt pen for quick identification, and put your claim number on the outside of the box for identification.



Attention: Warranty Paircoil  
WH4, 200 Governor Macquarie Drive  
Chipping Norton, NSW 217, Australia



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