



## REFRIGERANT WARRANTY

This document covers the application of Engas Hydrocarbon Refrigerants to Air-conditioning and Refrigeration Systems that are still covered by an original equipment manufacturer's warranty.

State and Federal Legislation implies that Consumer protection from warranties cannot be withheld. Under Australian Consumer Law a statutory warranty exists for all products.

An air-conditioning or refrigeration system that has been converted to, or installed with, Engas Hydrocarbon Refrigerant by a refrigeration engineer or technician properly trained in the installation of Engas refrigerants (and installed in accordance with correct procedures and standards) should not void the manufacturer's statutory warranty. In the event of equipment failure (there are many reasons why equipment can fail which are completely unrelated to the refrigerant within the system) during the warranty period a claim should be lodged with the original equipment manufacturer. If the equipment manufacturer rejects the warranty claim on the basis of damage caused by an Engas hydrocarbon refrigerant then please call Engas on 1300 463 642. Engas will provide all the necessary support to satisfactorily resolve the claim.

The warranty provided by Engas Australasia covers damage that is directly attributable to the use of any Engas Hydrocarbon Refrigerant. This warranty is for a period of 12 months from the date of installation of the Engas Hydrocarbon Refrigerant by a refrigeration technician properly trained in the installation of Engas hydrocarbon refrigerants. This warranty does not cover faults or defects arising from any other cause, including fair wear and tear. Freight and Insurance to and from the place of service is the responsibility of the consumer. This Warranty shall be read in conjunction with consumer rights at law and it does not abrogate Engas's statutory obligations.

Consequential losses are expressly excluded.

Further Important Information.

- 1) Hydrocarbon Refrigerants are promoted for use by the United Nations Environment Programme.
- 2) Hydrocarbon Refrigerants are recognised as proper refrigerants by the World's leading HVAC Industry Bodies such as ASHRAE & AIRAH. They are given designated 'R' numbers such as R290 & R600a etc.
- 3) Hydrocarbon Refrigerants are environmentally friendly.
- 4) Hydrocarbon Refrigerants are energy efficient.
- 5) Hydrocarbon Refrigerants have lower operating temperatures and excellent lubricating properties. Therefore the compressors run cooler, quieter and with less vibration.

Should service be required under the terms of this warranty, then please contact the engineer or technician that installed the Engas Hydrocarbon Refrigerant. Please provide the date and proof of the installation along with the following information:

- 1) Equipment Make & Model.
- 2) Customer Name and contact details.
- 3) Address and place of installation.