



# NEW PRODUCT WARRANTY

It is your responsibility, to read the instructions or user guide supplied with the equipment, before you use the equipment.

By connecting the equipment to a power source, you acknowledge you have read and understood those instructions, and the warranty conditions hereunder.

**All new products are covered against manufacturing defects only, caused by faulty workmanship and materials for (12) twelve months from date of purchase.**

During this guarantee period only LOWE may authorise the WARRANTY REPAIR of any defective product, during the normal business hours of 9:00 to 5:00 Monday to Friday, by issuing a works order to it's authorised service agent in your State or Territory.

If the product includes accessories, only the defective part or accessory will be repaired or replaced & LOWE reserves the right to make minor adjustments.

Packaging, instructions, keys, labels etc. will not be replaced .

This WARRANTY specifically excludes defects caused by the product being modified from it's original factory supplied condition, not being used in accordance with instructions and designed ambient conditions , accidental damage, corrosion, liquid damage, cleaning with solvents or chemicals, misuse, connection to an inadequately protected power supply to eliminate brownouts, spikes and other fluctuations , vandalism, or tampering by unauthorised persons.

This WARRANTY further excludes breakages and consumable items including lights, elements and starters , thermostat adjustments , condenser cleans and any transport related damages.

Where necessary, parts required to be replaced under warranty will be charged to the customer and a credit or refund will be issued by Austwide at the Company's sole discretion, subject to verification by the manufacturer as to the cause of the part failure.

All warranties above will only be provided, subject to the provision of an original Tax Invoice by the new item purchaser as proof of purchase.

**Travelling time, callout charges and overtime rates are the responsibility of the customer for payment. These charges and all non warranty service works requested, will be charged to the customer and payable in full at the time of attendance to the call.**

Warranties are not transferable and are only valid in Australia.

FOR CUSTOMER SERVICE , OR TO REPORT A FAULT WITH YOUR PRODUCT, FREECALL **1800 813 987**.  
MON – FRI 0830 – 1700 HRS ( VICTORIA TIME)

ALL GOODS ARE CHECKED FOR DAMAGE BEFORE THEY LEAVE OUR PREMISES. REPORT ANY DAMAGES OR SHORTAGES IMMEDIATELY UPON RECEIPT OF YOUR NEW PURCHASE, **TO YOUR POINT OF PURCHASE.**

THIS WARRANTY DOES NOT APPLY FOR ANY TRANSPORT RELATED DAMAGES, IF THE GOODS HAVE BEEN RE-SHIPED BY THE RESELLER, OR COLLECTED BY THE CUSTOMER DIRECT.