

# **SKIPIO Warranty**

by Experts, for Experts

**WARRANTY CLAIMS** – The user must report to its dealership so that the dealer can accumulate all pertinent information supporting the existence of the alleged defect.

## **TWO YEARS PARTS & LABOUR WARRANTY**

SKIPIO warrants to the original purchaser of every new SKIPIO refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal use and service, for a period of two (2) year from the date of original installation.

Any parts covered by this warranty that are examined and determined by SKIPIO to have been defective within two (2) year of original installation shall be repaired or replaced as stated below. SKIPIO shall be deemed to have full complied with its obligation under the foregoing warranties by electing either one of the following procedures, at the sole discretion of SKIPIO:

- (a) Furnishing a replacement part, freight collect, in even exchange for the returned part, freight collect;
- (b) Receiving the defective part, freight collect; repairing it, freight collect.

## **Warranty Terms and Conditions**

- 1) The Warranty applies if and only if the Customer has used the Product in accordance with the directions given by SKIPIO and strictly for the purpose to which the Product is intended.
- 2) The warranty Period begins on the original date of purchased and used within Australia.
- 3) The warranty is valid only for Products originally purchased and used within Australia.
- 4) The Customer must provide to SKIPIO the details of the Invoice (including serial number and model code) when making a claim under the Warranty. Incorrect or incomplete details may delay the processing of the claim. SKIPIO reserves the right to charge the Customer for all reasonable expenses if the information provided by the Customer is incorrect of the Product was in fact not originally purchased by the Customer directly from SKIPIO.
- 5) SKIPIO or its authorized agent has the right to assess the Product to determine the cause of the defect. The Customer must make the product accessible for SKIPIO or its authorized agent to assess and, if applicable, to repair including removing all personal items in the way. If required, the Customer must at the Customer's own cost unless otherwise prescribed by law, return the Product to SKIPIO or its authorized agent. The Product must be returned with all original components including but not limited to manual, keys and bracket.

- 6) The Warranty does not apply:
- a) If notice of the defect has not been given by the Customer within the Warranty Period; or
  - b) If the defect arises from or in the reasonable opinion of SKIPIO or its authorized agent, is likely to arise from one or more of the following:
    - c) Connection to improper, inadequate or faulty electricity;
    - d) Damage or failure as a consequence of not removing the packaging or transportation material before use;
    - e) Natural wear and tear including but not limited to filters, fuses, lamps, voltage/power surges, irregular electric power supply, natural events or disasters such as flooding and earthquake, riots and sabotage;
    - f) Improper use of cleaning agents, detergents, bleaches or another chemical additives or agents of corrosive nature;
    - g) Breakage, either intentionally or accidentally, to any part of the Product;
    - h) Any modification to, tampering with or repair or servicing of the Product except by SKIPIO or its authorized agent or using parts not approved or authorized by SKIPIO. ix) Improper, reckless, negligent or unsuited use of the Product including but not limited to:
      - (1) Use for an unspecified purpose;
      - (2) Use in an environment where the ambient temperature and relative humidity are outside the operating parameters specified for the Product;
      - (3) Movement of the Product when in operation (for clarity, the Products are designed for stationary operation only and must be connected directly to fixed wall supply);
      - d) Improper adjustment made such as to the analogue thermostat or digital controller when the Product is in operation;
    - i) Corrosion or damage caused by foreign object externally or internally;
    - j) Engine mechanical or technical failure (but not limited to compressor failure) due to one or more of the following;
    - k) Inadequate and/or irregular maintenance (of the type specified or recommended by its manufacturer/SKIPIO) of components including but not limited to condensers and filters;
    - l) Inadequate and/or irregular cleaning of the condenser (fortnightly or more frequently if required);
    - m) Failure to provide adequate ventilation for the Product as specified or recommended by its manufacturer/SKIPIO;
    - n) Fail wear and tear.
- 7) Any repair must be undertaken either by SKIPIO or an agent authorized by SKIPIO. Otherwise, SKIPIO is entitled to avoid the Warranty.
- 8) The Warranty Period is not extended or renewed by any successful claim whereby the Product is replaced or Repaired
- 9) SKIPIO makes no representation as to the time frame within which any repair can or will be carried out. In general, any repair will be restricted to normal business hours Monday to Friday (9am – 5pm) excluding public holidays and weekends. With the request, Skipio is liable to inform 'out of hours' surcharge' cost to customer prior to conduct repair service. The 'out of hours' surcharge' cost will apply to customer.
- 10) Warranty back to base apply to any items that can be carried and place into standard vehicle (e.g.; SIM50A) is/are to be returned (or sent via pre-paid freight) to SKIPIO or its authorised service agent. The customer shall agree to arrange pick up the goods after it is being serviced.

For remote areas requiring more than 4 hours of travel from major cities by car, the customer is responsible for sending the product to Skipio or its authorized agent.

- 11) Where SKIPIO elects to replace rather than repair a Product but no identical replacement is available, SKIPIO has the right to replace the Product with one of a similar standard and design then available from its range. SKIPIO is not responsible for the re-packing and installation of any replacement.
- 12) Cabinets must be accessible and removable to designated area for service. Otherwise the cost of the damage and removal is on customer's expense.

### **What is NOT covered by SKIPIO's warranty?**

SKIPIO's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than expressly covered by this warranty.

1. Warranty is NOT TRANSFERABLE. This warranty is not assignable and applies only in favour of the original purchaser/user to whom it was delivered to. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
2. NO CONSEQUENTIAL DAMAGES: SKIPIO IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS WHETHER OR NOT DUE TO REFRIGERATION FAILURE.
3. ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD: SKIPIO is not responsible for the repair or replacement of any parts that SKIPIO determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or an Act of God.
4. TRANSPORTATION COSTS – SKIPIO will cover freight costs for parts covered under this warranty, provided that shipment has received prior approval. SKIPIO is not responsible for any other transportation costs but will ship parts either repaired or replaced under this warranty.
5. Services from an unauthorized person including owner – SKIPIO will not accept misuse of display controller which is not mentioned on user manual.
6. Consumable parts such as door gaskets, castors, legs, etc. are excluded from the warranty.