

Manufacturer's Warranty

Please read this warranty card carefully. Attach your purchase receipt to this warranty card and keep in a safe place. You must produce both warranty card and proof of purchase in the event of a warranty repair being required.

When you purchase any new Haier Product you automatically receive a two year Manufacturer's Warranty covering parts and labour for servicing.

The Manufacturer undertakes to:

Repair or, at its option, replace without cost to the owner either for material or labour any part of the Product, the serial number of which appears on the Product, which is found to be defective within TWO YEARS from the date of purchase.

If you purchased an eligible Haier refrigeration product on or after 1 April 2021, you also receive an additional 10 year parts only manufacturer's warranty on your refrigerator compressor commencing on the day following the expiry of the 2 year manufacturer's warranty. Haier Appliances will (at its option) repair or replace any refrigerator compressor which is found to be defective within this additional warranty period. You will be responsible for any labour costs. For a list of eligible refrigeration models please see haier.com.au/12yearwarranty or haier.co.nz/12yearwarranty

This warranty DOES NOT cover:

- A** Service calls which are not related to any defect in the Product. The cost of a service call will be charged if the problem is not found to be a Product related fault. For example:
 - 1. Correct the installation of the product.
 - 2. Provide Instruction on use of the product or change the setup of the product.
 - 3. Replace house fuses or correct house wiring.
 - 4. Correcting fault(s) caused by the user.
 - 5. Noise or vibration that is considered normal.
 - 6. Water on the floor due to incorrect loading or excessive suds.
 - 7. Blocked pumps, removal of foreign objects/substances from the machine, including the pump and inlet house filters.
 - 8. Correcting damage caused by pests, eg. rats, cockroaches etc.
 - 9. Correct corrosion or discolouration due to chemical attack.
 - 10. Power outages or surges.
- B** Defects caused by factors other than:
 - 1. Normal domestic use or
 - 2. Use in accordance with the Product's User Guide.
- C** Defects to the Product caused by accident, neglect, misuse or 'Act of God'.
- D** The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorised repairs.
- E** Normal recommended maintenance as set out in the Product's User Guide.
- F** Repairs when the appliance has been dismantled, repaired or serviced by other than an AUTHORISED CUSTOMER SERVICE CENTRE or the selling dealer.
- G** Pick up and delivery.
- H** Transportation or travelling costs involved in the repair when the product is installed outside the AUTHORISED CUSTOMER SERVICE CENTRE'S normal service area.

This product has been designed for use in a normal domestic environment. It is not intended for commercial use. Doing so may affect product warranty.

Service under this warranty must be provided by an Authorised Service Repairer (refer to the Customer Care section for contact details). Such service shall be provided during normal business hours. This warranty certificate should be shown when making any claim.

Note:

This Warranty is an extra benefit and does not affect your legal rights and applies only to product purchased in New Zealand and Australia. **Please keep this Warranty Card in a safe place.**

For Australian customers:

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.

Customer Care

Check the things you can do yourself.

Refer to your User Guide and check:

- 1 Your appliance is correctly installed.
- 2 You are familiar with its normal operation.
- 3 You have read the problem solving section in your User Guide.

If after checking these points you still need assistance, please refer to your nearest Haier Authorised Repairer.

In New Zealand, if you need assistance...*

Call your retailer who is trained to provide information on your appliance, or if we can be of any further help, please contact our Customer Care Centre:

Toll Free: 0800 372 273 **Fax:** (09) 273 0656

Email: customer.care@haier.co.nz

Postal address: P.O. Box 58732, Botany, Manukau 2163

If you need service...*

We have a network of independent Fisher & Paykel Authorised Repairers whose fully trained technicians can carry out any service necessary on your appliance. Your dealer or our Customer Care Centre can recommend a Fisher & Paykel Authorised Repairer in your area.

In Australia, if you need assistance...*

Call the Customer Care Centre and talk to one of our Customer Care Consultants.

Toll Free: 1300 729 948 **Fax:** (07) 3826 9298

Email: customer.care@haierlife.com.au

Postal Address: PO Box 798, Cleveland QLD 4163

If you need service...*

We have a network of qualified Authorised Repairers whose fully trained technicians can carry out any service necessary on your appliance. Our Customer Care Centre can recommend an Authorised Repairer in your area.

*If you call or write, please provide: name, address, model number, serial number, date of purchase and a description of the problem. This information is needed in order to better respond to your request for assistance.

Product Details

Model	-----	Serial No.	-----
Date of Purchase	-----	Purchaser	-----
Dealer	-----	Suburb	-----
Town	-----	Country	-----

Thank you for choosing Haier. We are confident that you will enjoy many years of good service from your appliance.