

# Air Conditioning Warranty | Effective January 2025

(EXCLUSIVE TO PRODUCT INSTALLED UNDER THE VEU PROGRAM)



**Midea  
VRF Units**

INDOOR HEADS  
& COMPRESSORS

RESIDENTIAL APPLICATION

**5 + 2\* YEARS**  
PARTS & LABOUR

COMMERCIAL APPLICATION

**5 YEARS**  
PARTS & LABOUR

INSTALLATION  
(WHEN COMPLETED BY CHROMAGEN)

**1 YEAR**

ALL OTHER PARTS (i.e. PIPEWORK, VALVES, ETC)  
(WHEN SUPPLIED BY CHROMAGEN)

**1 YEAR**

*Images shown are representative only.*

This warranty is provided by Chromagen Australia Pty Ltd of 17-23 Redwood Drive Dingley Village 3172 (Head Office).

Chromagen Australia warrants these Midea branded products purchased in Australia will be free from defects in material and workmanship for the duration of the above warranty periods, subject to the following terms and conditions outlined below.

These 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 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.

These goods must be installed, commissioned, maintained, serviced and repaired in accordance with the manufacturers installation and / or user guides. For legitimate warranty claims, Chromagen Australia will repair or replace the goods free of charge.

Additional costs, including but not limited to labour, travel and/or delivery costs may apply and are not covered by of these warranties.

In such cases, we will notify you of any out of pocket expenses. These warranties are in addition to standard warranties provided by individual manufacturers & other consumer rights applicable under Australian Consumer Law.

To make a warranty claim, please contact Chromagen Australia's service department via our online warranty request ([www.chromagen.com.au/warranty](http://www.chromagen.com.au/warranty)) or via phone (1300 367 565).

## Warranty period

The warranty period commences from the date the appliance was installed. Chromagen Australia reserves the right to request proof of purchase and/or compliance certification to verify the installation date. In the event the installation date is unknown or evidence cannot be produced, the warranty period will be deemed to have commenced as of the manufacture date as indicated on the name plate of the unit.

To adhere to these warranty periods the product must be installed, operated and maintained as per the product manual and in accordance with relevant Australian Standards and any applicable local regulations. Where a component or unit has failed and been replaced under warranty, the existing warranty period continues and all new parts are subject to the original warranty period.

Normal wear and deterioration is excluded under these warranty terms.

## \*Extended 2 Year Warranty

To qualify for the 2 year warranty extension, you must complete the registration form at [www.chromagen.com.au/pages/warranty-registration](http://www.chromagen.com.au/pages/warranty-registration) below within the initial 30 days after the purchase date on your receipt. If all required information is not provided within the required period, the warranty extension will become void. This Extended Warranty only applies to the Midea VRF range purchased after the 1st of January 2025.

## Warranty Exclusions

The above is subject to an area within a 30 kilometre radius of the Chromagen Distributor or Branch from where the unit was purchased. Customers outside this area will be subject to any freight costs and traveling charges incurred by the Chromagen representative carrying out rectification work.

An 'after hours' service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as the hours from 8.00am to 5.00pm Monday to Friday (excluding public holidays).

Warranty claims will be refused or additional service charges will apply if any of the following occurs:

- Where the fault is related to the installation and the installation was not completed by Chromagen Australia;
- Where the fault has resulted from incorrect use or operation contrary to the product manual;
- Where the fault is determined to be related to insufficient or faulty electrical supply;
- Where the product is not in a serviceable condition, including but not limited to; any service, repairs, modifications or replacement that has been carried out by an unauthorised person;
- Where the product is not in an accessible location; i.e. due to cabinetry, fixed furniture, trees, fences etc;
- The product shows evidence of misuse, abuse or incorrect application contrary to the manual;
- Accidental damage including but not limited to fire, theft, etc;
- Any acts of God or environmental conditions that result in damage to the product including but not limited to; excessive moisture, salt air, hail, wind, storms, lightning, floods, infestation by rodents or other vermin;
- Where the component is; or the fault is due to a component not supplied by Chromagen Australia e.g. Pipework, valves, etc;
- Where the product requires additional lifting or access equipment to inspect, service, repair or replace;

## Warranty claims will be refused where access to the product is deemed unsafe.

Chromagen Australia is not responsible for:

- Any and all consequential loss or damage arising from defects that can lawfully be excluded;
- Any costs of tradespeople that are not authorised by Chromagen Australia or;
- Any costs, including service call-out fees for an authorised technician, should your product not be covered under warranty.

Chromagen Australia reserves the right to use fully functional components from defective units for the purposes of service and/or repair.

Chromagen Australia reserves the right to have the product returned to its warehouse for full inspection by its engineers.