



NULINE REFRIGERATION WARRANTY – AUSTRALIAN MADE PRODUCTS

1. On all Nuline goods, we offer a Manufacturer's warranty of five (5) years from the warranty start date (1a) against defects in materials, manufacture, and workmanship.

Warranty applies from the date of purchase by the original purchaser in Australia / New Zealand only. (Parts only warranty applies for any other country) The warranty period is for 60 months against parts and labor, faulty workmanship and defective material on goods manufactured by Nuline Refrigeration.

2. Exclusions:

- a. The warranty does not extend to those consumables or parts of products that are routinely replaced during operation of the product. These include filters, refrigeration gas, door seals, seals, batteries, light bulbs, and LED lights
- b. Damage to any part caused by misuse, incorrect operation
- c. Fair wear and tear while operating the goods
- d. Loss of stock due to equipment malfunction **NULINE REFRIGERATION WILL NOT ACCEPT ANY COSTS FOR STOCK LOSS** during or outside the warranty period under any circumstances
- e. Electrical faults and surges due to connection to inadequate power
- f. Electronic controller or button if used incorrectly e.g. With pens or fingernails
- g. Compressor failure or condenser due to insufficient ventilation around equipment
(Condenser if applicable needs to be cleaned at least every 6 months, the condenser is at the back of your refrigerator, located at bottom. This needs to be brushed in a vertical motion regularly)

3. This warranty will be void if: you or a third party have installed or operated the goods otherwise, then in accordance with the manufacturer's instructions and recommendations; or the goods have been repaired, serviced, modified, or tampered with in any way by someone who is not qualified to do so and, in any manner, not complying with the manufacturer's specifications

4. To honour the warranty, Nuline or Authorised Service Agent will arrange the following at no cost to you: Nuline or our Authorised Service Agent will attend at your premises (within the designated Nuline Service Area which is 80km from a capital city or a major regional city, it does not include remote areas) between the hours of 8 am and 4pm Monday to Friday (Normal Hours) to repair the goods and replace defective parts. Please note, if we cannot do the service work at your premises, the cost to move this to a suitable work area is not covered by warranty. Likewise, a charge will be incurred following any warranty claim that is made where no fault is found.

5. Nuline will charge the customer for warranty work: at your premises, where you require it to be performed outside Normal Hours (Mon-Fri, 8.00am – 4.00pm) and public holidays, at penalty rates: Or the customer is located 80km outside Nuline or Authorised Service Agents designated Service Area in which additional travel time costs will be charged to the customer

6. To obtain a warranty repair, the customer is required to contact Nuline on 03 9562 3355, or fill out our warranty form [Nuline Warranty Information \(nulinerefrigeration.com.au\)](http://nulinerefrigeration.com.au) and we will be in contact with you to discuss as soon as practicable after you notice a problem with the goods. If Nuline is not advised of any problems prior to a repair being done the costs may not be covered.

7. Nuline 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. 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. The decision to repair, replace or refund will be at Nuline's discretion.

