

**Power Bay Pty Ltd** ABN: 45 621 285 363



[www.powerbay.com.au](http://www.powerbay.com.au) [info@powerbay.com.au](mailto:info@powerbay.com.au)

A: 90 Southlink Street, Parkinson, Qld, 4115

## Warranty Card

Dear Customer:

Please scan the QR Code below to register product warranty.



Alternatively, you can post or email the card to below:

**Power Bay Pty Ltd**

Address: 90 Southlink Street, Parkinson, Qld, 4115

Email: [service@powerbay.com.au](mailto:service@powerbay.com.au) Website: [www.powerbay.com.au](http://www.powerbay.com.au)

### Customer information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

Product Model: \_\_\_\_\_ S/N: \_\_\_\_\_

Installation Date: \_\_\_\_\_

### Installer information:

Company Name: \_\_\_\_\_

Installer Name: \_\_\_\_\_ Licence Number: \_\_\_\_\_

Email: \_\_\_\_\_ Contact Number: \_\_\_\_\_



**Warranty Terms:**

1. Warranty Period:

- The tank cylinder of the product is covered by a warranty for a period of up to 8 years from the date of installation.
- The mechanical components including compressor, evaporator, condenser, expansion valve and any other component that has refrigerant, water heat exchanger and thermostat) of the product is covered by a warranty for a period of up to 5 years from the date of installation.
- The controller of the product is covered by a warranty for a period of up to 5 years from the date of installation.

2. Warranty Coverage: This warranty covers defects in materials and workmanship under normal use. It does not cover damage resulting from accidents, misuse, abuse, or unauthorized modifications.

3. Warranty Claim Process:

- a. To make a warranty claim, please retain this card and your purchase receipt.
- b. Contact our Customer Support by email: [service@powerbay.com.au](mailto:service@powerbay.com.au)
- c. Provide the product details, serial number, and a description of the issue.
- d. Our team will guide you through the warranty claim process, which may include repair, replacement, or refund.

4. Limitations:

- This warranty is non-transferable and applies only to the original purchaser.
- We reserve the right to inspect the product to verify warranty eligibility.
- The warranty does not cover any consequential or incidental damages.

5. Exclusions: This warranty does not cover:

- Damage caused by accidents, misuse, abuse, or negligence.
- Unauthorized repairs or modifications.
- Normal wear and tear.
- Products with altered or missing serial numbers.

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6. Disclaimers: We do not assume any liability for incidental or consequential damages. This warranty is in lieu of all other warranties, express or implied.

Please retain this card and your purchase receipt for warranty claims. Your satisfaction is our priority, and we are committed to providing you with quality products and exceptional customer support.