



PEACE
of mind

Warranty and Service Booklet



Terms and Conditions of Warranty

- Carrier Air-conditioning carries the following warranties , A 3 year warranty on all mechanical and electronic parts and a 5 year compressor warranty
- The installation is to be carried by a qualified refrigeration and air-conditioning contractor
- The service booklet is signed by the consumer and contractor
- No persons other than a qualified refrigeration and air-conditioning contractor has serviced or done maintenance on the particular unit
- The consumer has entered into a service and maintenance contract with the said contractor for the full validity period of the warranty
- Unit failures are not related to power fluctuations, lightning strikes or any other acts of God
- Unit failures are not related to incorrect application, misuse or vandalism
- The customer has completed the details in the warranty booklet and it is signed by both the consumer and the contractor
- The customer is able to produce the signed service history booklet or similar service history in order to prove the listed services were carried out as per warranty requirements.
- Installer qualifications may be required by the supplier for any possible warranty claim.



Terms and Conditions of Warranty

- A 2 year corrosion warranty if the unit is installed further than 5 km from a coastline
- The above are subject to the following important conditions
- The unit is protected with a chemical agent similar or equal to blue chem
- The outdoor unit is inspected and cleaned once every 6 months
- The outdoor unit is retreated with a chemical agent after the first 12 months
- Proof of the said maintenance is available and documented in this booklet
- If the unit is installed less than 5 km from the coastline, the corrosion warranty is valid for only 1 year and the above maintenance procedure will still apply. Refer to Carrier Warranty document for clarity on highly corrosive environments and stipulated maintenance conditions.
- All service is to be carried out within two weeks of next scheduled service date. Warranty will be void on non-compliance
- Date of purchase is at which the warranty starts the cycle.
- This warranty applies only to product remaining in their original installation location
- Installation use, care, and maintenance must be normal and in accordance with instructions contained in the installation instructions, owners manual and service information.



Warranty Claim and Repair Procedure

- In the case of a unit failure, please follow the listed steps as below
- Contact the original installer immediately – do not try to fix it yourself or contact any unauthorized installer
- Your installer will identify the problem, the faulty part and the root causes of the problem
- Installer will order the replacement part from supplier, return to site at a convenient time and conclude the repair.
- (please note the part may not be available immediately)
- If the failure was due to user error, vandalism, power surges or acts of God , this voids any warranty claim to the supplier.
- Under no circumstance may the unit be removed by any unauthorized person and taken back for a refund.

Owner's details



Name & Surname:

Installation Address:

Telephone number:

Email address:

Invoice no:

Purchase date:

Installer's details

Name & Surname:	-----
Company name:	-----
Location (City/Town)	-----
Telephone number:	-----
Email address:	-----
Installation date:	-----
Indoor/outdoor model/s:	-----
Serial No	-----

Declaration



I, the installer hereby confirm that the unit was installed according to Carrier standards.

Name:

Date:

Signature:

I, the owner hereby confirm that I am satisfied with the quality of the installation.

Name:

Date:

Signature:

Service record



SERVICE NO 1 (Minor service)

6 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 2 (Major service)

12 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 3 (Minor service)

18 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 4 (Major service)

24 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 5 (Minor service)

30 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 6 (Major service)

36 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____



SERVICE NO 7 (Minor service)

42 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 8 (Major service)

48 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 9 (Minor service)

54 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

SERVICE NO 10 (Major service)

60 Months from startup

Service Date: _____

Job card no: _____

Name of Technician _____

Signature: _____

NEXT SERVICE DUE:

Date _____

Scope of work

MINOR SERVICES

- Wash/rinse all air filters
- Clean condenser coils
- Clean condensate pumps (if applicable)
- Check and clean drains
- Check and clean drip trays
- Clean indoor unit fans
- Check overall operation of unit (Heating, cooling, airflow)

MAJOR SERVICES

- Wash/rinse all air filters
- Complete condenser wash
- Clean condensate pumps (if applicable)
- Check overall operation of unit
- Check airflow, noise, vibrations
- Check and clean drains
- Clean indoor unit fans
- Check and clean drip trays
- Check operation of the unit (Heating, cooling, airflow)
- Check refrigerant pressure and correct if necessary
- Check amperage and electrical connections/terminals
- Check Condenser is clean with clear airflow channel



Warranty does not cover

- Failure , damage or repairs due to faulty installation misapplication, abuse, improper servicing, unauthorized alteration or improper operation
- Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability or interruption by electrical service providers to your home network
- Failure or damage due to flood, wind, fires, lightning, accidents, corrosive environments or other conditions including act of God beyond the control of the supplier.
- Parts not supplied by the supplier or designated by the company or damages resulting from their usage.
- Products installed outside the borders to region of purchase.
- Any special indirect or consequential property or commercial damage of any nature whatsoever.
- Units sold on in their warranty period – warranty is not carried on second installation of units.



Additional Service

Notes

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