



Carrier Split Air Conditioner Warranty Conditions

Carrier Air-conditioning warranty applies from date of purchase i.e. Metraclark invoice:

- 3-year warranty on all mechanical and electronic parts.
- 5-year compressor warranty.
- Qualified refrigeration and air-conditioning technician installed the Air Conditioner.
- The customer has completed the details in the warranty booklet and it is signed by both the consumer and the qualified contractor. (Alternatively, the installing company may use similar internal documents as proof) Proof must be available that the Air Conditioner was at least serviced every 6 months within the warranty period according to manufacturer guidelines. (Entering into a maintenance contract with the qualified contractor is advisable)
- Warranty is non-transferable
- Third party servicing or repairs voids all warranty conditions.
- This warranty does not cover any consequential damages. Unit failures related to power fluctuations, lightning strikes, any other acts of God, normal wear and tear or extraneous damage will not be covered.
- Unit failures related to incorrect application, misuse or vandalism will not be covered
- Warranty does not cover surface rust, deterioration, damage of paint, and other appearance items that result from use in or exposure to the elements.
- In the event of defective workmanship any warranty claim will be deemed void.
- A detailed Warranty report is to be submitted to Metraclark (Pty) Ltd with any lodged warranty claim together with the faulty product. Contact your local Metraclark branch for advice with return and support policy.
- It is the responsibility of the Installer/Contractor to inspect possible faulty products on site. Any costs incurred to visit the site for inspection will be for Contractor/Installer account.
- All faulty parts must be returned to a Metraclark (Pty) Ltd branch for inspection with all supporting documents. If found not to be a factory fault, Contractor/Installer may be liable for costs and will be invoiced accordingly.
- Transport costs of any replacement products outside a 100km radius of the nearest Metraclark (Pty) Ltd branch will be for Contractor/Installer account.



- This warranty is limited to the supply only of replacement parts, at the sole discretion of Metraclark (Pty) Ltd South Africa.
- Subject to Metraclark (PTY) Ltd general "Terms and Conditions"