

**AdvantageAir**



*complete creature comfort*

6 Miles Rd

Kewdale WA 6105

Ph: (08) 6218 6000

Fax: (08) 9353 1173

## WARRANTY SERVICE AGREEMENT

As per our warranty policy, Advantage Air provides warranty on products only. As the warranty is limited to products, it does not include labour, transport or other consequential costs.

If Advantage Air does attend site to rectify a fault with one of our products, it is done under the following agreement:

1. The site is first inspected by you (the contractor), to determine the nature of the fault, and verify that it is indeed a fault with Advantage Air components. If the site hasn't been attended, we will ask you to do so, and following your visit, re-submit if applicable.

2. The current Advantage Air Warranty Requisition Form is to be completed.

Mandatory information includes:

**-Original Invoice Number from Advantage Air to you (or your original purchase order number to us) for the components (Proof of Purchase).**

**-Date of System Installation**

**-Precise description of the fault**

Only when this information has been received will Advantage Air arrange a call-out.

3. If the call-out proves to be a genuine warranty claim, then the issue is rectified, and you (the contractor) are notified upon completion of the job. However, should the call-out prove not to be an Advantage Air fault, you have the following options:

**A.** If possible, Advantage Air carries out repairs as required, and charges for the call-out, labour time taken to carry out the repairs, and any parts used. (Call out is \$165 inc GST, includes first hour of labour. Subsequent labour is \$110/hour (inc GST))

**or**

**B.** Advantage Air contacts you (the contractor), and advises of a non Advantage Air fault, and ceases any further work relating to this call out. You (the contractor) then assume the responsibility of rectifying the issue(s) with the end-user, and Advantage Air leave site.

We \_\_\_\_\_, wish to elect Option\_\_\_\_\_.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ Signed \_\_\_\_\_ Date: \_\_\_\_\_

Contractor:

Advantage Air: