

An abstract graphic composed of several overlapping, 3D-style blue geometric shapes. The shapes are primarily rectangular and trapezoidal, with some having rounded corners. They are arranged in a way that creates a sense of depth and movement, with some shapes appearing to be in front of others. The colors range from a deep, dark blue to a lighter, sky-blue hue, with subtle gradients and shadows that enhance the three-dimensional effect. The overall composition is dynamic and modern.

# Australia and New Zealand Product Warranty

## Australia and New Zealand Product Warranty

As the exclusive manufacturer and/or distributor of Stoddart products in Australia and New Zealand, Stoddart would like to congratulate you on your purchase of one of our products.

Stoddart design, manufacture & distribute products exclusively for the commercial market. These products are not designed nor intended for household or domestic use and must not be used for this purpose.

Any electrical product sold by Stoddart is intended for commercial use, and in line with Australian/New Zealand electrical safety standards the following warnings are provided:

- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Stoddart is committed to providing a comprehensive and fair warranty for all of its product. The warranty incorporates the consumer warranty provisions of the Australian National Consumer Protection Act (2009) and the NZ Consumer Guarantees Act (1993) together with a commercial manufacturers' warranty.

Before you request repair to the product under this warranty please check the following to save you unnecessary expenses. Subject to any other rights you may have, you will have to pay for faults or problems not covered by this warranty.

### 1. Consumer Warranty

- 1.1 Subject to clause 3, product supplied by Stoddart to Customer comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a **Major Failure** and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the product repaired or replaced if the product fails to be of an **Acceptable Quality** and that failure does not amount to a Major Failure.

### 2. Commercial Warranty

- 2.1 Where our products are used in a commercial environment, Stoddart warrants to the original purchaser ("Customer") of product manufactured or distributed by Stoddart that for **12 months** from the date of installation of the product by Customer (the "Warranty Period" Note: Longer Warranty Periods may apply to certain items. Refer to [www.stoddart.com.au](http://www.stoddart.com.au) for further details), any defect in workmanship or material will, subject to clauses 2.2 and 3, be:
  - a) Repaired without charge; or
  - b) In respect of any Major Failure which cannot be repaired, replaced or the purchase money refunded.
- 2.2 Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 2.1.

### 3. Warranty Clarification

- 3.1 Customer acknowledges and agrees:
  - i. A Major Failure occurs when the product suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the product unsafe or inoperable;
  - ii. Stoddart can only warrant the product will be of an Acceptable Quality when:
    - Customer operates and maintains the product in accordance with Stoddart's instructions or user manual ("Instructions").
    - Customer installs the product in accordance with Stoddart's installation manual. This includes correct provision of and connection to services such as electricity, gas, water, drainage, ventilation and any required chemicals.
    - Acceptable Quality does not imply a lifetime guarantee for the product;
  - iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to **12 months** when used in accordance with the instructions;
  - iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.;
  - v. The life of product may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
  - vi. Proper maintenance and cleaning of product in accordance with the Instructions is essential to the product's effective operation;
  - vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorised service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of repairs;
  - viii. Additional labour costs will apply for service outside standard business hours of 8.00am to 4:30pm, Monday to Friday and on public holidays
  - ix. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
  - x. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.



Due to continuous product research and development, the information contained herein is subject to change without notice.

[www.stoddart.com.au](http://www.stoddart.com.au)

[www.stoddart.co.nz](http://www.stoddart.co.nz)

3.2 Stoddart's warranty liability under clauses 1 and 2 of these terms exclude:

- a) The matters acknowledged by Customer in clause 3.1;
- b) Situations where Stoddart is not satisfied (acting reasonably) the product or any part of the product has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
- c) Any consequential loss, damage or expense arising directly or indirectly from use of the product otherwise than in accordance with the Instructions;
- d) Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the product in accordance with the Instructions; Damage caused to the product during transportation, which is outside Stoddart's standard delivery conditions.
- e) Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components;
- f) Maintenance, repair or other works not undertaken by a Stoddart authorised service agent.
- g) Where remote refrigeration is connected by a person other than Stoddart to product supplied by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
- h) Transportation costs associated with transporting the product to a Stoddart authorised service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
- i) Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in a location outside of mainland Australia or New Zealand.

#### 4. Warranty Claim Procedure

4.1 The following procedure must be followed to claim under Stoddart's warranties:

- a) Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the product is plugged-in, turned-on or has no other valid reason for not operating.
- b) If step (a) does not overcome the issue, you should report the fault with the equipment to our service department:  
**AUSTRALIA:** (phone 1300 307 289). Our service department will assist you with further trouble-shooting.  
If our service department is unable to resolve the fault with the product they will request you complete a Stoddart Warranty Request Form ([www.stoddart.com.au/warranty-claim/](http://www.stoddart.com.au/warranty-claim/)) and submit it to us.  
**New Zealand:** (phone 0800 935 714). Our service department will assist you with further trouble-shooting.  
If our service department is unable to resolve the fault with the product they will request you complete a Stoddart Warranty Request Form (<http://www.stoddart.co.nz/warranty-claim/>) and submit it to us.
- c) To complete a Stoddart Warranty Request Form you will require the following information:
  - I. Proof of purchase stating model number and date of purchase;
  - II. The serial number of the product (this is located on the ratings plate sticker);
  - III. A description of the fault/problem;
  - IV. Your company details including the exact location of the equipment; and
  - V. Any restrictions on times or methods of access to the equipment.
- d) Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number **MUST** be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
- e) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- f) Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's terms immediately.

#### 5. Timing of Warranty Services

5.1 Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner.

#### 6. General Maintenance and Repairs

6.1 The product must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the product and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.



## Australia

**Service / Spare Parts**

Tel: 1300 307 289

Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

Email: [spares@stoddart.com.au](mailto:spares@stoddart.com.au)

**Sales**

Tel: 1300 79 1954

Email: [sales@stoddart.com.au](mailto:sales@stoddart.com.au)

**[www.stoddart.com.au](http://www.stoddart.com.au)**

Australian Business Number: 16009690251

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## New Zealand

**Service / Spare Parts**

Tel: 0800 935 714

Email: [service@stoddart.co.nz](mailto:service@stoddart.co.nz)

Email: [spares@stoddart.co.nz](mailto:spares@stoddart.co.nz)

**Sales**

Tel: 0800 79 1954

Email: [sales@stoddart.co.nz](mailto:sales@stoddart.co.nz)

**[www.stoddart.co.nz](http://www.stoddart.co.nz)**

New Zealand Business Number: 6837694

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## International

**Service / Spare Parts**

Tel: +617 3440 7600

Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

Email: [spares@stoddart.com.au](mailto:spares@stoddart.com.au)

**Sales**

Tel: +617 3440 7600

Email: [sales@stoddart.com.au](mailto:sales@stoddart.com.au)

**[www.stoddart.com.au](http://www.stoddart.com.au)**

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