



www.greeac.co.nz

Warranty Terms and Conditions for Gree Residential Air Conditioners and Heat Pumps

IMPORTANT
**Please keep this warranty document
in a safe place for later referral.**

Your product comes with guarantees and other consumer rights under the Consumer Guarantees Act, 1993 if purchased and installed in New Zealand. These rights cannot be modified or excluded if your product is purchased for personal, domestic or household use or consumption.

Nothing in this warranty affects any such rights that you may have. Where any part of this warranty is inconsistent with any such rights, it shall apply only to the extent permitted by law.

For more information, please go to
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Warranty Terms and Conditions

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This Warranty Covers:

Your original purchased Gree Air Conditioner or Heat Pump (**Product**) against defects in the manufacturers design, workmanship or materials for the following period from the original date of purchase (**Warranty Period**):

Product Type	Series	Years Warranty	
		Parts	Labour
Window / Wall	GJH Series	3	3
Hi-wall	GWH Series	6	6
Console	GEH Series	6	6
T-Fresh	GVH Series	6	6
Multi Head	GWHD Series	6	6
Ducted	GUD-PHS Series	6	6
Cassette	GUD-T Series	6	6
Under-Ceiling	GUD-ZD Series	6	6
HWHP	WHIO Series	7	7

Any Gree Air Conditioner or Heat Pump sold to the Ministry of Education (Te Tāhuhu o te Mātauranga) from 2024 onwards, for installation into a Primary, Intermediate or High School will be given a 7 Year Parts and Labour warranty.

This warranty only applies to a product that is sold by an Authorised Agent, and installed, operated and maintained within New Zealand (warranty by Realcold NZ Ltd).

If your product has a defect covered by this warranty during the warranty period, Realcold Ltd will repair or replace (at its discretion) your product, free of charge (including the cost of replacement parts and labour for repairs) on the following terms:

- I. Replacement parts or equipment provided under this Warranty will only be covered for the remaining Warranty Period for the original Product purchased.
- II. Repairs will be carried out within normal business hours, Monday to Friday, by an authorised repairer selected by Realcold (**Authorised Repairer**).
- III. At our discretion, the Product may be replaced with a refurbished Product of the same type rather than be repaired, and refurbished parts may be used to repair the Product.
- IV. This Warranty applies to the original purchaser / owner of the Product only and cannot be transferred to any subsequent owner or any other party.
- V. To the maximum extent permitted by law:
 - a all other warranties, including all implied terms, warranties, guarantees and conditions, and all liability of Realcold in relation to the Product, are expressly excluded where any Product is acquired for business or commercial purposes; and
 - b for any Product which is not of a kind ordinarily acquired for personal, domestic or household use or consumption, the liability of Realcold for any defect of design, materials or workmanship will be limited to any of the following as determined by Realcold:
 - i. Replacing the Product or supplying an equivalent product;
 - ii. Repairing the Product;
 - iii. Paying the cost of replacing the Product or acquiring an equivalent product;
 - iv. Paying the cost of having the Product repaired.

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This Warranty Does Not Cover:

- I. Any consumables or accessories (e.g. air filters, batteries) unless supplied with the product and found to be defective at the time of purchase of this product.
- II. Cosmetic or physical damage to Product.
- III. Defects (including damage, issues or unsatisfactory performance) caused or contributed by:
 - (a) faulty or incorrect external electrical wiring, incorrect power supply, electromagnetic interference, voltage fluctuations, or Product operation over published maximum voltage ratings;
 - (b) fire, vandalism, war, flood, storm, earthquake or any other Acts of God;
 - (c) normal weathering/wear and tear;
 - (d) corrosive atmospheric conditions;
 - (e) operation of Product at conditions outside usual operating conditions specified for Product;
 - (f) misuse of Product or negligence;
 - (g) failure by the owner to comply with operating instructions, including regular cleaning and maintenance obligations as set out in the owner's Manual;
 - (h) failure by the owner to maintain the correct water quality as set out in the owner's Manual;
 - (i) failure by the owner to check and clear obstructions including air filters, vents, coils and drainage pipes;
 - (j) unauthorised alterations or use of any accessory, component, equipment or consumable not supplied by Realcold for use with Product;
 - (k) use of exhausted, leaking or used batteries;
 - (l) vermin or foreign matter entering the Product; or
 - (m) faulty, poor or incorrect installation of original Product and/or any consumable/accessories.
- IV. Additional labour or costs (including for equipment hire) to gain access to Product installed in restricted, high or unsafe locations.
- V. Travel/transport costs (including insurance costs) incurred by the Authorised Repairer if Product is located more than 20km from location of nearest Realcold branch or Authorised Agent/Repairer.
- VI. Cost of transporting faulty Product back to a Realcold branch or Authorised Agent/Repairer.

This Warranty is Void if:

- I. Regular maintenance is not carried out at intervals not exceeding 12 months by a qualified Refrigeration and Air Conditioning tradesperson.
- II. The product case is opened or repairs are made to the Product by persons not authorised to do so by Realcold.
- III. The product is damaged by the use of accessories or consumables not supplied by Realcold or an Authorised Agent for the Product, or by the incorrect installation or use of consumables.
- IV. The product is installed in a moveable dwelling (e.g. boat, caravan or portable building).
- V. The serial number of the Product is removed or illegible.
- VI. The product has been re-installed at a location other than the original installed location.

Use of the Products indicates your acceptance of these terms and conditions:

No Realcold employee, Authorised Agent, or Authorised Repairer has the authority to vary the terms and conditions of this Warranty.

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Owners Checklist:

The owner is responsible for the correct operation and regular maintenance of the product. Prior to requesting repairs under this warranty, owners should check the following to avoid incurring any unnecessary expense for issues not covered by this warranty:

- I. Power Supply: Check that power to the Product is switched on, and if possible check the power point by using another appliance. Also check your circuit breaker.
- II. User Controls: Check that the user controls are correctly set.
- III. Installation: Confirm that the installation of the Product was done correctly, and if necessary consult the installer.
- IV. Obstruction: Check and clear any obstructions, such as dirty air filters, leaves, duct, foreign objects or blocked drainage pipes.
- V. Batteries: Ensure that batteries are working and replaced if required.
- VI. Third Party Items, check that any third-party item or product is operating correctly, this may include pumps and strainers.

Refer to the Owner's Manual for further information.

Please Complete and Keep with the Original Purchase Docket

Outdoor Unit Model #		Outdoor Serial #	
Indoor Unit Model #		Indoor Serial #	
Purchased From		Date Purchased	
Installed By		Date Installed	
License #		Owners Name	
Owners Address			

To Make A Warranty Claim:

For repair of this product under this warranty it is recommended that the owner contact their Authorised Installer / Agent first. If the owner requests Realcold Ltd to perform or arrange the service call; the owner will be liable for all costs associated with this service call if the problem is later found to be not covered by the provisions of this warranty (e.g. a service issue)

In New Zealand call **0800 289 4733** or email **warrantynz@greeac.co.nz**

When contacting Realcold for assistance, please ensure you provide your name and address, model number, serial number, date of purchase, name of installer and a complete description of the issue to enable us to assist you as promptly as possible.

Please note, the Authorised Repairer attending on site will ask to see records of maintenance / service conducted on the product. Please ensure that you keep this information with this warranty card.