REFRIGERANT WARRANTY

This document covers the application of Engas Hydrocarbon Refrigerants to Air-conditioning and Refrigeration Systems that are still covered by an original equipment manufacturer's warranty.

State and Federal Legislation implies that Consumer protection from warranties cannot be withheld!

Under Australian Consumer Law a statutory warranty exists for nearly all products.

An Air-conditioning or Refrigeration system that has been converted to, or installed with Engas Hydrocarbon Refrigerant by a refrigeration engineer or technician, properly trained in the installation of Engas refrigerants (and installed in accordance with correct procedures and standards) should not void the manufacturer's statutory warranty.

In the event of equipment failure, (there are many reasons why equipment can fail which are completely unrelated to the refrigerant within the system) during the warranty period, a claim should be lodged with the original equipment manufacturer.

Should the equipment manufacturer reject any warranty claim because they claim the damage was caused by Engas hydrocarbon refrigerants, we would apprciate you calling us at Engas on 1300 463 642. Thereafter, Engas will provide you with all the necessary support to satisfactorily resolve the warranty claim.

Engas Pty Lty will cover any damage that is directly attributable to the use of any Engas Hydrocarbon Refrigerant. This warranty is for a period of 12 months from the date of installation of the Engas Hydrocarbon Refrigerant by a refrigeration technician properly trained in the installation of Engas hydrocarbon refrigerants.

Engas warranty does not cover faults or defects arising from any other cause, including fair wear and tear.

The Engas warranty shall be read in conjunction with consumer rights at law and does not abrogate Engas's statutory obligations.

Further Important Information:

1) Hydrocarbon Refrigerants are promoted for use by the United Nations Environment Programme.
2) Hydrocarbon Refrigerants are recognised as proper refrigerants by the World's leading HVAC Industry Bodies such as ASHRAE & AIRAH. They are given designated 'R' numbers such as R290 & R600a etc.
3) Engas Hydrocarbon Refrigerants are environmentally friendly.
4) Engas Hydrocarbon Refrigerants are energy efficient.
5) Hydrocarbon Refrigerants have lower operating temperatures and excellent lubricating properties. (Therefore the compressors run cooler, quieter and with less vibration).

Should service be required under the terms of this warranty, then please contact the engineer or technician that installed the Engas Hydrocarbon Refrigerant. Please provide the date and proof of the installation along with the following information:

a) Equipment Make & Model.
b) Customer Name and contact details.
c) Address and place of installation.