

AppliancePro - Sensibo Sky Warranty Conditions

Manufacturer's Warranty

Please read this warranty information carefully. We recommend you attach your purchase receipt to this warranty document and keep in a safe place. You must produce proof of purchase in the event of a warranty repair or replacement being required.

When you purchase any new Sensibo Sky Product in Australia you automatically receive a 12 month Manufacturer's Warranty covering parts and labour for servicing.

The Manufacturer undertakes to:

Repair or, at its option, replace without cost to the owner either for material or labour any part of the product, the serial number (QR Code) of which appears on the product, which is found to be defective within TWELVE MONTHS from the date of purchase.

This warranty DOES NOT cover:

- A** Issues which are not related to any defect in the Product. For example:
1. Incorrect installation of the product.
 2. Connection problems caused by router set-up settings such as: distance from router, firewall issues, availability of 2.4Ghz network, overload of connected devices, password length
 3. Use of power adapter other than supplied
 4. Wi-Fi drop-outs caused by customers internet provider.
 5. Incorrect positioning of Sensibo device relative to air conditioner infrared (IR) receiver.
 6. User modifications to Sensibo device.
 7. Incorrect placement of device near heat generating appliances or windows
 8. Correcting damage caused by pests, eg. rats, cockroaches etc.
 9. Power outages or surges.
 10. Air conditioner incompatibility eg. non-remote model or faulty infrared (IR) receiver
- B** Defects caused by factors other than:
1. Normal use or
 2. Use in accordance with the Product's User instructions and guides.
- C** Defects to the Product caused by accident, neglect, misuse or 'Act of God'.
- D** The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorised repairs.
- E** Repairs when the appliance has been dismantled, repaired or serviced by other than the authorised repairer.

Service under this warranty must be provided by the manufacturer. Proof of purchase should be included with the item or emailed prior to service as follows:

This warranty covers only goods purchased in Australia.

Who is giving this warranty:

AppliancePro Pty., Ltd

Telephone: 1300 389 343

Email Support: support@sensibo.com

Mail: PO BOX 2026, Seaford Business Centre, Seaford, Victoria 3198

Note:

This Warranty is an extra benefit and does not affect your legal rights.

General:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Prior to return

Please check the things you can do yourself.

- 1 Your Sensibo device has power and is positioned within 6 metres & has line-of-sight to your AC
- 2 Your Wi-Fi network is connected & working & has a 2.4Ghz network available (always best to re-boot your router if you are not sure)
- 3 Close the Sensibo app and re-open
- 4 Refer to FAQ's on our website: www.sensibo.com.au (FAQ's and troubleshooting)

If after checking these points you still need assistance, please recontact us refer to your nearest Haier Authorised Repairer.

What happens if you need to claim under warranty

After contacting Appliancepro by email or phone we will attempt to troubleshoot the issue, in most cases this can be done quickly with a few communications back & forth.

If we can not resolve an issue and have agreed to repair or replace a device, we will send an Australia Post label to you by email, which will need to be printed and affixed to an envelope and posted at earliest convenient time.

We kindly ask that the device is packed sufficiently for its safe return. The packaging and the supplied adapter and USB cable need to be returned with the device.

Postal Address: PO Box 2026, Seaford Business Centre, Seaford, Victoria 3198