Official Announcement

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To: All Customers, Partners, and Stakeholders

This is to formally clarify that

Hiconics is a wholly-owned subsidiary independently operated under Midea Group. While being part of Midea Group, Hiconics maintains separate business operations. Accordingly, HICONICS (including its branding and all affiliated entities) is not associated with MD Appliances Pty Ltd, and its products are not entitled to any services or support provided by MD Appliances Pty Ltd.

Key Clarifications:

No Affiliation: HICONICS operates as an independent legal entity with no connection to MD Appliances Pty Ltd trading as Midea Air Conditioning Australia.

Service Exclusion: HICONICS (including its branding and all affiliated entities) products are not eligible for:

- Subsidy programs
- Technical support
- After-sales service
- Warranty claims or repairs

Liability Disclaimer: MD Appliances Pty Ltd shall not be held liable for any matters concerning HICONICS (including its branding and all affiliated entities) products, including but not limited to product quality, after-sales service or legal responsibilities.

Important Notes:

- All inquiries regarding HICONICS (including its branding and all affiliated entities) products should be directed to HICONICS directly.
- For genuine Midea Air Conditioning/Heat Pump/Energy Storage products and services in Australia, please contact MD Appliances Pty Ltd.

Issued by:

MD Appliances Pty Ltd
Trading as Midea Air Conditioning in Australia