



HVAC & Energy Australia



## Midea Air Conditioning Manufacturer's Warranty

Congratulations on your purchase.

This Air Conditioner Manufacturer's Warranty – Australia (Warranty) explains the terms and conditions under which MD APPLIANCES PTY LTD ABN: 43 657 881 699 of 1513 Dandenong Road, Oakleigh, VIC, 3166 will repair or replace defective air conditioners. The benefits provided by this Warranty are in addition to the rights and remedies available to you under the law, including the Australian Consumer Law.

### Contact Details for Warranty Claims:

Name: MD Appliances Pty Ltd

ABN: 43 657 881 699

Phone Number: 1300 726 002

Email Address: aftersales@mdhome.com.au

Business Address:

1513 Dandenong Road, Oakleigh, VIC, 3166

Submit a warranty claim on our website:

<https://mdhome.com.au/warranty-claim-form>

### Your Rights:

Our goods come with guarantees that cannot be excluded under the Australian Customer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss failure does not amount to a major failure. 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.

### What Should You Do to Claim a Product Warranty?

- Fill out the warranty claim form and submit it online or via email.
- Provide the purchase invoice with the Product's serial numbers and other required information.
- Clearly and accurately describe the Product problem in writing.

### Warranty Period:

- Product (excluding accessories): 7 years from the purchase date on the invoice.
- Accessories (e.g., remote control, filters): 12 months from the purchase date.
- For business purposes or excessive use: 24 months for the Product and accessories.
- VEU Products: The standard warranty period is 7 years from the date of installation.

### What is Covered by this Warranty?

1. This Warranty applies automatically to any new Midea branded air conditioner (Product) purchased in Australia from an authorised retailer (Authorised Retailer).
2. Products are warranted to be free from defects in materials and workmanship (defects) for the period outlined below (Warranty Period).
3. If the original purchaser of the Product (you) requests service during the Warranty Period, Midea will, at its discretion and cost, repair or replace the Product or any defective part.
4. Midea may replace a defective Product or part with a product/part of similar type and quality. Replacement products or parts may be refurbished and could cost less than the original Product. No charges or refunds will be made for any price difference.
5. Service Coverage Area: If the Product is located within 25 km of an Authorised Retailer, Midea will arrange a technician to service the Product, covering all transportation and travel expenses. If the Product is outside this area, you must reimburse Midea for these costs. You are also responsible for delivering or collecting the Product for service.
6. Service Hours: Warranty service is available Monday to Friday, 9 am to 5 pm. If service is requested outside these hours, additional fees may apply.
7. Plumbed Products: Installation or water connection of plumbed products must be performed by a licensed plumber, as specified in the user guide.
8. Australian Consumer Law: 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 compensation for any other reasonably foreseeable loss. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality, and the failure is not a major one.

### Expenses of Warranty Claims Under the Product Warranty:

1. For products that fall within the warranty scope in terms of usage duration, intended purpose, usage environment, and failure reasons, Midea warrants that it will repair free of charge for parts and repair labour or, at its option, replace the Product where such Product is defective by reason of faulty workmanship or material, free of charge for labour.
2. The Owner shall pay any costs associated with safe access to any Product installed at a height of more than 2 meters or any Product installed far from the area normally serviced by an authorised Midea repair centre.
3. Issues caused by improper installation fall under the scope of installation warranty services. The installer is responsible for resolving the issues and bearing the associated warranty service costs.

### When is the Warranty Void?

The Warranty is void if:

- The Product's serial number is removed, damaged, or modified.
- The Product is sold, rented, or transferred to another person.
- There is unauthorised access to the internal hardware or firmware.
- The Product is improperly installed or repaired by an unauthorised person.
- Outstanding payments for non-Warranty work are not settled.

### What is Excluded from the Warranty?

This Warranty does not cover:

- Damage caused by misuse, neglect, accidents, or "acts of God."
- Wear and tear, excessive use, or use beyond the Product's capacity.
- Improper installation, unauthorised repairs, or incompatible parts.
- Environmental factors like dirt, dust, corrosion, and rust.
- Power surges, voltage fluctuations, or inadequate ventilation.
- Installation, maintenance, or consumable replacement costs.
- Cosmetic or structural damage.

### Non-Warranty Repairs:

- Repairs outside Warranty terms can be arranged at your cost. Prices will be agreed upon before repairs commence.
- Loan products are not provided while warranty claims are processed.

### Midea is not liable for:

- Damage or loss during freight or storage.
- Third-party hardware or software issues.
- Loss of use, profits, or data, or any indirect/consequential losses.

### No Fault Found Fee:

If no defect is found or the issue is not covered by the Warranty, you will be charged a fee of at least AUD 125, including GST.



## **MIDEA AIR CONDITIONING MANUFACTURER'S WARRANTY**

MD APPLIANCES PTY LTD  
[www.mdhome.com.au](http://www.mdhome.com.au)