

### **Australian cabinet warranty terms**

To report a problem with your cabinet, phone SKOPE (not your Dealer) on: 1800 121 535 or email: [warranty@skope.com.au](mailto:warranty@skope.com.au). Please ensure you have the serial number and model type from the inside top of your cabinet, the site address, contact name, phone number, purchase date and fault description available when you call our Customer Services team.

SKOPE Industries Limited warrants to the original purchaser of a SKOPE refrigeration cabinet from the date of purchase or 6 months from date of manufacture (whichever is earlier), any defect in workmanship or material (not covered in the exclusions below) resulting in the product malfunctioning, while under correct use, will be repaired or replaced. Liability under this warranty is limited to replacing or repairing a part without charge.

Warranty claims must be addressed as follows:

SKOPE Industries Ltd  
PO Box 1091  
Christchurch 8041  
New Zealand

FREEPHONE: 1800 121 535  
FREEFAX: 1800 121 533  
Email: [warranty@skope.com.au](mailto:warranty@skope.com.au)

Warranty for the SKOPE Cyclone™ refrigeration unit is conditional upon regular cleaning of the condenser coil as instructed in the cabinet user manual. The condenser coil should be cleaned at least six monthly, depending on the site and environment e.g. particularly dirty environments should clean the coil weekly. A dirty condenser can cause stress to the refrigeration system which can cause serious component failure.

### **Irinex Warranty**

Warranty of the SKOPE Irinox series is conditional upon a preventive maintenance program carried out at least 6 monthly by a suitably qualified technician. In the event a fault occurs SKOPE may request supporting documentation to verify the cabinet is being serviced in accordance with these warranty terms.

SKOPE Irinox series are supplied with the parts and labour warranty if installed by a SKOPE approved installer or pre-approved contractor. If these products are installed by another third party a 12 month parts-only warranty will be applicable.

### **Misa Warranty**

SKOPE Misa series are supplied with the 1 year parts and labour warranty if installed by a SKOPE approved installer or pre-approved contractor. If these products are installed by another third party a 12 month parts-only warranty will be applicable.

Liability under this warranty does not include:

1. Any loss damage or expenses directly or indirectly arising from use or inability to use the product or from any other cause.
2. Any part of the refrigeration cabinet which has been subject to misuse, neglect, alteration, incorrect installation, incorrect environment, accident or to damage caused by vermin, non-SKOPE arranged transportation, use of abrasive chemicals or materials, flooding, fire or acts of God.
3. Breakage of glass or plastic components or the replacement of fluorescent tubes, LED tubes, globes, door seals/gaskets or core probes.
4. Installation, or removal costs other than standard labour costs by SKOPE's authorized agents during normal working hours.
5. Removal of any stainless steel, benches, cabinets or any other equipment that is inhibiting or preventing direct access to a cabinet to enable a warranty repair being carried out.

6. Travelling time in excess of 100 kms, or 1½ hours from authorized service agent, whichever is the lesser.
7. Service outside of normal business hours.
8. Where the refrigeration cabinet has been installed without an adequate power supply, or without levelling correctly, or with inadequate ventilation, or if the airflow within the cabinet has been adversely affected due to product blocking the air ducts.
9. Where the remote installation does not follow SKOPE's installation guidelines, or has insufficient unit capacity (compared to SKOPE's listed specifications), or inadequate pipework, or is not correctly commissioned.
10. Repairs carried out by anyone other than an authorized SKOPE dealer or service agent, or any repairs carried out without prior written authorisation from SKOPE.
11. Repairs resulting from a failure to maintain the refrigeration unit in a manner specified by SKOPE, or having the preventative maintenance servicing done.
12. Where SKOPE's badging, identification numbers, plates or marks have been altered or removed.

In the event that a warranty call out determines that SKOPE is liable under warranty, SKOPE will bear the expense of claiming the warranty. The SKOPE service agent will invoice costs directly to SKOPE for payment where SKOPE is liable for the callout under warranty. Contact SKOPE using the details above to discuss any warranty related queries.

In the event that a warranty call out determines that SKOPE is not liable under warranty (as listed) then the service agent will bill the customer directly for the cost of the callout. Payment must be made by the customer to the SKOPE service agent before the agent leaves the premises. Cost and payment terms for any repair work for which SKOPE is not liable under warranty must be agreed between the customer and the service agent.

SKOPE shall not be liable for any direct or indirect cost, loss, liability (including special or consequential loss or loss of profits) or damage of any kind incurred by a customer as a result of, arising out of or related to, any SKOPE service agent, approved installer or recommended service provider carrying out any work in connection with this warranty or otherwise in relation to SKOPE products. The customer shall pursue all claims for compensation directly against the agent, provider or installer (as the case may be).

This warranty does not extend:

1. To products supplied under corporate accounts as determined from time to time by SKOPE.
2. Beyond repairing the SKOPE cabinet when the condensing unit is remote from the cabinet.
3. This warranty does not apply to IceCyclone™.

The liability under this warranty is dependent on an assessment by SKOPE to determine the defect in workmanship or materials.

SKOPE does not guarantee that any service to be performed under this warranty will be carried out within any particular time limit.

The conditions, warranties and disclaimers in these Terms shall apply save to the extent of any variation arising by operation of relevant Australian Law as in force at the time of purchase from Skope.