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WARRANTY: Midea Room Airconditioning (Midwall Inverter)

EFFECTIVE DATE: 1 MARCH 2026

Midea Airconditioning products carry a Seven (7) year Warranty on components and Ten (10) warranty on Compressor subject to the following terms, conditions and criteria:

1. Installation

- Installations are to be undertaken by competent and industry qualied HVAC Technicians.
- Installations are to be undertaken in accordance with best industry standards and practices.

2. Maintenance

This warranty is conditional to the equipment being maintained and serviced accordingly:

- **Commercial applications:** 6 Month Intervals.
- **Domestic applications:** 12 Month Intervals.
- **Industrial Environments:** 3 Month Intervals
- **Corrosive Environments:** Monthly

NB: Failure to adequately maintain equipment installed in corrosive environments may result in accelerated deterioration of equipment and may invalidate the warranty.

Corrosive Environment

- Corrosive environments include but are not limited to: Sea, Mining and Industrial Manufacturing environments.
- The condensing unit should be limited to direct exposure to the corrosive elements, by means of effective barriers (Walls Screening), with adequate ventilation.
- All products installed in corrosive environments must be treated with approved corrosion protective products.

3. Effective Date

- The warranty period is effective from the date of invoice or date of installation (not exceeding 3 - months from Invoice date).

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4. Exclusions and Limitations

- Labour or other costs related to troubleshooting, repair, removal, installation, service, or handling of parts.
- Additional charges involved in replacement of defective parts or products (including labour, refrigerant, and freight).
- Rodent damage.
- Acts of God (e.g., natural disasters).
- Malicious damage or vandalism.
- Modifications, repairs, or servicing carried out by unauthorised or unqualified persons.
- Damage due to operation outside the product's designated capacity.
- Misuse or abuse.
- Improper or inadequate maintenance.
- Environmental corrosion (e.g., gas leaks leading to mechanical failure).
- Any damage to electrical or electronic components arising from voltage surges/fluctuations, phase imbalances, lightning or power supply instability is excluded from warranty coverage.
- All failed electronic/electrical components shall be returned and assessed before any decision regarding warranty coverage or liability is made.
- All failed compressors are to be taken to a third party where they will be sectioned and assessed.
- Plastic, trim, and cosmetic components are subject to limited warranty coverage. Claims relating to these components will be assessed based on the nature of the defect, installation conditions, and environmental exposure.

5. Ownership

- This warranty applies only to the original purchaser and is non-transferable to a third party.

6. Disclaimers

- All goods dispatched from Livance Distributors' warehouse facilities are thoroughly inspected for any visible or box damage before dispatch.
- A signed Proof of Delivery (POD) confirms that goods were inspected by the recipient and accepted in good order. Any damages must be reported immediately and noted on the delivery note.

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Service Guideline

- Documented proof of routine servicing in accordance with the manufacturer's requirements may be requested when submitting a warranty claim. Failure to provide such documentation may result in the claim being rejected.
- Clean Filters
- Check and clean Indoor Coil.
- Check and clean Outdoor Coil
- Check fan motors.
- Check all electrical Connections.
- Check for signs of oil on refrigerant piping and connections for possible gas leaks
- Check Cooling Operation.
- Check Heating Operation.
- Check Refrigerant Pressures.
- Check starting and running current.
- Confirmation of correct system operation must be recorded as part of the servicing process.

Craig Fowlds
Director

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