



Reece Limited Product Quality Guarantee

You have purchased a quality product from Reece Australia Pty Ltd ABN 84 004 097 090 ("Reece Limited")

In addition to your rights and remedies under the Australian Consumer Law, Reece Limited provides consumers with a Warranty which covers faults in product construction, materials, and assembly in the

Residential Application (Human Comfort Use)	Years Warranty	
Refco	Labour	Parts
Tools	1	1
Componentry	1	1
Pumps	1	2
Spare Parts	1	1

Commercial Application (Non-Human Comfort Use)	Years Warranty	
Refco	Labour	Parts
Tools	1	1
Componentry	1	1
Pumps	1	1
Spare Parts	1	1

Refer to page 2 and 3 for full warranty conditions & definitions. Access to units or parts needs to be made available in the event it may require replacement. Published September 2026



Warranty Terms & Conditions

These Warranty Terms and Conditions ("**Warranty**") constitute your agreement with Reece Limited and will apply to the service or replacement order. The benefits given by this Warranty are in addition to all consumer guarantees and other rights and remedies prescribed by the Australian Consumer Law and any other applicable laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

This warranty covers faults in the product construction, material, and assembly. Products which are within their stipulated warranty period (see page 1) from the date of purchase, found upon inspection by an authorised Reece or Actrol representative, to be defective in construction, material or assembly, will have parts exchanged free of charge.

Replaced items become Reece's property.

All replacement parts will be available for collection without charge to the customer at the nearest Reece or Actrol branch to the customer's location, or elsewhere as agreed between the customer and Reece Group. You are entitled to a replacement or refund for a major failure.

Spare Parts

The spare parts to which this warranty applies will be supplied by Reece, Actrol or relevant supplier.

Spare parts found upon inspection by an authorised Reece representative to be defective in construction, material, or assembly, will be replaced free of charge.

Warranty Conditions

This Warranty applies only if the following conditions are met:

1. The consumer has operated and maintained the product in accordance with the operating instructions.
 - a. Applying additional corrosion protection if the product is installed in a corrosive environment (e.g. industrial pollution, sea air)
2. The product has been installed by an ARC licensed qualified tradesperson.
3. The product has been installed for and subjected to use only as outlined in the product brochure and installation guide.
4. Failure is due to a fault in the manufacture of the product.
5. Proof of purchase (including the date of purchase) is provided; and

6. The installation of the product was done in accordance with the instructions provided.
7. This warranty does not cover products purchased as an ex-display.

This warranty does not include faults caused by:

1. Unsuitable or improper use
2. Incorrect installation or installation not in accordance with the instructions provided
3. Installation or part installation by the purchaser or any person other than a tradesperson licensed to install this product
4. Normal wear and tear
5. Inadequate or complete lack of maintenance
6. Chemical, electrochemical, or electrical influences
7. Harsh detergents or abrasive cleaners used on product finishes
8. Faults or substandard performance caused by any product or part which has not been supplied by or purchased from Reece Limited.
9. Deterioration and/or damage to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
 - a. Faults or substandard performance caused by vermin, misuse, negligence, vandalism, storm, flood, fire, earthquake, force majeure, war, foreign matter entering the unit or parts (e.g. detritus; dirt and moisture) or any other outside agency.
 - b. Faults or substandard performance caused by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electro-magnetic interference not originating within the unit or part; and
 - c. Any consumable item (e.g. filters, batteries etc.) as supplied with the product unless the item is shown to be defective at the time of purchase.

Warranty Periods

The Warranty Periods commence from the date the consumer purchased the product from Reece Limited.

Within the Warranty Periods, parts of products found upon inspection by a Reece or Actrol representative to be defective in construction, material, or assembly, will be replaced at no cost to the customer.



Costs

The consumer will be responsible for any ancillary costs associated with making a warranty claim, such as: any travel outside of the area normally serviced by Reece Limited or any associated repair agent authorised by Reece Limited; all costs related to gaining access to unsafe (e.g. high) or restricted locations; and any and all arrangements required to create safe access for the Service Representative to service the product; this includes making clear access to and from the unit.

If applicable, Reece Limited will also provide information regarding how to claim back any expenses the consumer may incur. To the fullest extent permitted by law, Reece excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Except to the extent required by law, all consumer guarantees, representations, warranties, terms, and conditions in relation to the products (whether implied or otherwise) are hereby excluded to the maximum extent permitted by law.

To the fullest extent permitted by law, Reece excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Claim Procedure

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice. General contact details for Reece are as follows:

Reece Australia Pty Ltd
57 Balmain St
Cremorne VIC 3121
+61 3 9274 0000
admin@reece.com.au