

## Reece Limited Product Quality Guarantee

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

### Warranty Terms & Conditions

These Warranty Terms and Conditions ("Warranty") constitute your agreement with Reece Limited and will apply to your service 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. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. 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.

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 following applicable warranty periods:

The Kaden "I" series along with the Kaden Multi range all have a 7-year warranty on residential and commercial applications for human comfort use. All other Kaden products have a 5-year warranty on residential and commercial applications for human comfort use. All Kaden products have a 1-year warranty on non-human comfort applications and portables.

For the Kaden "I" series the 7 years warranty applies to all versions (eg. V1, V2, V3) of the models. The 7-year warranty applies to these products that were purchased on or after January 1<sup>st</sup>, 2026

See full list of Kaden products and warranty periods below:

Residential Application (Human Comfort Use)	Years Warranty		
Product Range	Parts	Labour	Compressor
Kaden KSI Split Systems	7	7	7
Kaden KDI Ducted Air Conditioners	7	7	7
Kaden KCI Cassette Air Conditioners	7	7	7
Kaden KM Multi Air Conditioners (KM Outdoor Units / KMD Multi Heads / KMC Multi Heads)	7	7	7
Kaden Gas Ducted Heaters	5 + 2*	5 + 2*	5 + 2*
Kaden Evaporative Coolers	5 + 2*	5 + 2*	5 + 2*
Kaden KW Window Air Conditioners	5	5	5
Kaden Zone Controller (Central Controller / Room Sensor / Control Box)	5	5	5
Kaden KS Split Systems	5	5	5
Kaden KD Ducted Air Conditioners	5	5	5
Kaden KC Cassette Air Conditioners	5	5	5

\*For Kaden Gas Ducted Heaters and Kaden Evaporative Coolers, see individual warranty documents for +2 years extended warranty information. These can be found at <https://www.kadenair.com.au/faqs/>

Commercial Applications (Human Comfort Use)**	Years Warranty		
Product Range	Parts	Labour	Compressor
Kaden KSI Split Systems	7	7	7
Kaden KDI Ducted Air Conditioners	7	7	7
Kaden KCI Cassette Air Conditioners	7	7	7
Kaden KM Multi Air Conditioners (KM Outdoor Units / KMD Multi Heads / KMC Multi Heads)	7	7	7
Kaden Gas Ducted Heaters	5 + 2*	5 + 2*	5 + 2*
Kaden Evaporative Coolers	5 + 2*	5 + 2*	5 + 2*
Kaden KW Window Air Conditioners	5	5	5
Kaden Zone Controller (Central Controller / Room Sensor / Control Box)	5	5	5
Kaden KS Split Systems	5	5	5
Kaden KD Ducted Air Conditioners	5	5	5
Kaden KC Cassette Air Conditioners	5	5	5

## \*\*Commercial Applications (Human Comfort Use) – Exceptions

The warranty for Commercial Applications (Human Comfort Use) applies only to systems used for human comfort in the operation of a business, enterprise, trade, or commerce (for example, retail stores or hotels). This warranty period is reduced to 1 year in the following applications:

- Marine environments
- Ships and boats
- Coastal islands within Australian territorial waters
- Portable or temporary installations

Non-Human Comfort Applications and Portables	Years Warranty		
Product Range	Parts	Labour	Compressor
Kaden KSI Split Systems	1	1	1
Kaden KDI Ducted Air Conditioners	1	1	1
Kaden KCI Cassette Air Conditioners	1	1	1
Kaden KM Multi Air Conditioners (KM Outdoor Units / KMD Multi Heads / KMC Multi Heads)	1	1	1
Kaden Gas Ducted Heaters	1	1	1
Kaden Evaporative Coolers	1	1	1
Kaden KW Window Air Conditioners	1	1	1
Kaden Zone Controller (Central Controller / Room Sensor / Control Box)	1	1	1
Kaden KS Split Systems	1	1	1
Kaden KD Ducted Air Conditioners	1	1	1
Kaden KCS Cassette Air Conditioners	1	1	1



## Warranty Periods

The Warranty Periods commence from the date of installation by a fully qualified technician. Within the Warranty Periods, products which are found upon inspection by an authorised Reece Limited representative or an associated licenced technician supplied by either Reece Limited or a relevant supplier ("Service Representative") to be defective in construction, material, or assembly, will be repaired or exchanged with an equivalent product at no cost to the customer.

Parts of products found upon inspection by a Service Representative to be defective in construction, material, or assembly, will be replaced at no cost to the customer. The labour for the replacement of products and parts to which this Warranty applies will be carried out by a Service Representative. Where the Service Representative is unable to identify any fault in the product, Reece Limited may require the consumer to provide proof that the product is defective.

## Warranty Conditions

This Warranty applies only if the following conditions are met:

- The consumer has operated and maintained the product in accordance with the operating instructions, including the following:
    - Regular cleaning of the air filter(s) and replacing the air filter(s) where necessary
    - Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants)
    - Ensuring that the condensate drain is kept clear and clean
    - Applying additional corrosion protection if the product is installed in a corrosive environment (e.g. industrial pollution, sea air)
  - The product has been installed by a fully qualified technician
  - The product has been installed for and subjected to use only as outlined in the Warranty Periods table on page 1 of this document
  - Failure is due to a fault in the manufacture of the product
  - Proof of purchase (including the date of purchase) is provided
  - The installation of the product was done in accordance with the instructions provided
- This Warranty does not cover faults caused by:
- Unsuitable or improper use
  - Incorrect installation or installation not in accordance with the instructions provided
  - Installation or part installation by the purchaser or any person other than a tradesperson licensed to install this product
  - Normal wear and tear
  - Inadequate or complete lack of maintenance
  - Chemical or electrical influences
  - Harsh detergents or abrasive cleaners used on product finishes
  - Faults or substandard performance caused by any product or part which has not been supplied by or purchased from Reece Limited.
  - Deterioration and/or damage to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions
  - Faults or substandard performance caused by blocked filters, vermin, misuse, negligence, vandalism, storm, flood, fire, earthquake, force majeure, war, foreign matter entering the air conditioner (e.g. detritus; dirt and moisture) or any other outside agency
  - 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 air-conditioner
  - 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

This Warranty does not cover 'ex display' products where the ex-display products have not been checked and certified for sale by the manufacturer prior to purchase.

For the avoidance of doubt, defective items become Reece Limited's property.

## Claim Procedure

In order to claim the Warranty, you must cease using the product when a fault arises, contact the Reece Limited branch where the product was purchased to report the issue and follow Reece Limited's directions regarding what to do next. The relevant Reece Limited branch details can be found on your purchase invoice. Reece Limited's general contact details are as follows:

Reece Australia Pty Ltd  
57 Balmain Street  
Cremorne, VIC 3121  
+61 3 9274 0000  
[admin@reece.com.au](mailto:admin@reece.com.au)

If applicable, all replacement products will be available for collection at no cost to the customer at the nearest Reece Limited branch to the customer's location, or elsewhere as agreed between the customer and Reece Limited.

## 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
- 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 (e.g. moving furniture etc.)

If applicable, Reece Limited will also provide information regarding how to claim back any expenses the consumer may incur.

## Exclusions

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.