

Location:	Metro	Regional
Call Out Fee - Normal Hours	\$220	\$220
Call Out Fee – After Hours	\$1280 includes 4 hours	\$1406 includes 4 hours
Labour Rates – Normal Hours per hour	\$150	\$175
Labour Rates – Overtime per hour	\$250	\$285

- **All charges are ex GST. No materials are included. Any major rectification works will be quoted separately.**

What the Warranty Does Not Cover

The warranty excludes the following:

- Failure to start due to voltage conditions, blown fuses, or other issues caused by an inadequate or interrupted electricity supply.
- Damage caused by accidents, misuse, alterations, tampering, or servicing by anyone other than qualified personnel.
- Issues arising from incorrect installation, commissioning, or use contrary to supplied instructions.
- Damage caused by operation in corrosive atmospheres or neglect of maintenance, such as filter cleaning.
- Replacement of consumables such as but not limited to filters and strainers.
- Normal weathering damage to external surfaces, coils, or components.
- Freight or travel charges for work performed outside Aqua Chiller's normal service area.
- Third-party accessories, including field wiring, refrigerant pipes, or condensation drainpipes.
- Consequential damage or financial loss due to equipment failure.
- Costs or labour associated with gaining safe service access to equipment, or positioning replacement parts for example crane to lift compressors onto roof tops.
- Damage caused by vermin, animals, foreign matter, misuse, or natural disasters such as fire, electrical/thunder storms, floods, or earthquakes.
- Problems caused by the use of non-Aqua Chiller-approved accessories.
- Labour outside normal business hours of 8 - 4.30pm

When the Warranty Is Void

The warranty does not apply if:

- Operating conditions exceed those specified in Aqua Chiller's technical documentation.
- Issues result from misapplication of the equipment.
- The equipment has been modified or parts replaced with non-original components.
- Regular maintenance has not been conducted by an appropriately qualified technician and documentation lodged with Aqua Chiller office.
- The unit is used for applications other than its intended purpose without Aqua Chiller approval.
- The system is installed in mobile applications without our approval.

Service Call Charges

Aqua Chiller reserves the right to charge standard service rates if:

- The issue is not covered under this warranty or Australian Consumer Law guarantees.
- No defect is found (e.g., operational guidance is required).
- Proof of purchase validating the warranty period cannot be provided.