



# ODYSSEY™ WARRANTY

This is to certify that Odyssey™ controlled air cooling system has been installed at:

Address of installation..... (“the Premises”)

Number of Units Installed:..... Date of Installation: (“Installation Date”) .....

Installer name:..... Installer Signature:.....

## PRODUCT WARRANTY

This warranty applies to the following Odyssey™ controlled air cooling systems (“the Product”):

- Odyssey Model H1800
- Odyssey Model HR2100.

Subject to the terms and conditions below, CSR Building Products Limited (ABN 55 008 631 356) t/a CSR Edmonds (“CSR Edmonds”) warrants that the Product will, for a period of FIVE (5) YEARS from the Installation Date:

- (a) remain free of defects in manufacture and material, and operate in accordance with the description provided in the relevant Odyssey™ Operations and Procedures Manual current as at the Installation Date; and
- (b) not allow water ingress into the Premises.

## WARRANTY TERMS AND CONDITIONS.

The Warranty is subject to the following terms and conditions:

1. The Product must have been installed strictly in accordance with CSR Edmonds’ published fixing instructions (this condition will be deemed to be satisfied where the Product has been installed by or on behalf of CSR Edmonds).
2. The warranties above only apply to the original installation of the Product. They are not transferable to another location on the Premises, or indeed another property unless such re-installation is performed by or on behalf of CSR Edmonds and a new warranty issued at the discretion of CSR Edmonds.
3. The Product warranty does not cover –
  - a) Effect of wind speeds in excess of 198km/hr;
  - b) Interference to any part of the Product, except removal and cleaning of the ceiling grille face, by a person or persons other than a CSR Edmonds approved installer or technician;
  - c) Damage caused by foreign objects, projectiles or debris (including hail or storm related debris);

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# ODYSSEY™ WARRANTY cont.

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- d) Damage caused to electronics or motors by current surges; and/or
- e) Modifications or alterations to any part of the product without the written authorisation of CSR Edmonds.

4. Product colour may fade gradually over time. If the basic colour is maintained and the fading is no greater than would be expected from the roofing material on which the Product is designed to be installed, this is not considered a Product fault or failure.

5. The actual level of temperature reductions achieved at any one time cannot be warranted or claimed. In addition to unpredictable external conditions, performance depends critically upon homeowners following recommended behaviours outlined in the Operations and Procedures Manual.

6. For warranty service any alleged defect must be advised to CSR Edmonds in the manner described below.

## AUSTRALIAN CONSUMER LAW

The warranties above are provided in addition to other rights and remedies available in respect of the acquisition of products by a “consumer” (as defined in the Competition and Consumer Act 2010 (Cth)).

The following statement is provided where CSR Edmonds has provided products and/or services to a buyer who is a “consumer” under the Australian Consumer Law: 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 for compensation for any other reasonably foreseeable loss or damage. You are 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.

Other than as expressly set out in the above warranties, and the warranties that cannot be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth) and any other law), CSR Edmonds excludes all other warranties and guarantees with regard to the Product, including all implied warranties and guarantees.

In addition, to the extent that it is able to do so, CSR Edmonds excludes all liability for loss and damage (including consequential loss) where the Product and Service provided is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

## NOTIFICATION OF WARRANTY CLAIM

To make a claim under this warranty, you must contact CSR Edmonds at the address below, or ([sales@edmonds.com.au](mailto:sales@edmonds.com.au)) or (1300 858 674). All expenses of claiming the warranty will be borne by the consumer making the claim. CSR Edmonds may request documentation supporting the claim to be provided (including evidence of purchase).

## HEALTH AND SAFETY INFORMATION.

Information on health and safety risks and safe practices to be followed when working near to the roof turbine are outlined in the Operations and Procedures Manual.