



Access Air Pty Ltd
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 Q SUPER CENTRE QLD 4218
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 ARC licence AU20155
 QBCC 1010965

CUSTOMER NAME	
SITE ADDRESS	
CONTACT PHONE NO.	
EMAIL ADDRESS	

WARRANTY SERVICE REQUEST

BRAND (please circle)	Panasonic/Toshiba/Carrier	MODEL NO.	
SERIAL NO. INDOOR		SERIAL NO. OUTDOOR	
DATE OF PURCHASE		PURCHASED FROM	
PROBLEM			
** Copy of proof of purchase to be attached**			

INSTALLER NAME			
INSTALLED DATE		INSTALLER ARC LICENCE NO.	
Installation faults are not covered under manufacturers warranty			

Before we arrange to attend your home, premises or managed property to inspect what issue there may be with your air conditioner, you confirm by replying to this email, that you:

- Understand that any issue that is not a fault of manufacture will not be covered under warranty, For example, leaking refrigerant connections, or kinked pipe are not a fault of manufacture and will be considered an installation issue for which the manufacturer has no control or responsibility.
- Agree to pay in full on the day, our call out and service fees in relation to the inspection of the air conditioner. Minimum cost \$99.00

Specifically, if the failure of the air conditioner is related to an installation issue, we will require payment on the day of a call out and service fee. If we are able to rectify the issue at the time we will need you to approve the work and again we will require payment on the day. You will need to seek re-imbusement for these non-warranty payments through your installer.