

Our Promise

Con-Serv Corporation Australia Pty Ltd warrants all of its products (as below) with a 20 year warranty on all mechanical parts from manufacturing defects in materials and workmanship under normal use in a domestic installation for as long as the original purchaser owns their home into which the particular product(s) was/were installed. A 7 year warranty (also on the terms below) will apply to commercial installations, irrespective of ownership.

Con-Serv will repair or replace defective items correctly installed as per the Con-Serv installation instructions. Con-Serv will not be liable for defects arising through normal wear and tear. Item(s) must be returned with proof of purchase to Con-Serv at 17 Glentanna Street, Kedron, Queensland 4031. We will attend to your warranty claim after we make appropriate investigations. Contact our Service Manager during normal office hours on (07) 3630 5744 or at our email address of warranty@con-serv.com.au. If a warranty claim is accepted, Con-Serv will bear the reasonable costs of the return of the defective item(s) to us. A claim for expenses associated with making a claim for a defective product must be in writing and submitted to us with copies of supporting documents. The benefits given under our warranty are in addition to other rights and remedies of the customer under a law in relation to goods and services to which this warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonable 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.

Visit the Con-Serv web site www.con-serv.com.au for the detailed warranty policy.

