



SKOPE INDUSTRIES LIMITED

Warranty Terms

- Subject to paragraphs 2 to 9 (inclusive), SKOPE warrants to the first purchaser of Goods (at the point of first installation only) that, for the period shown in the table below commencing on the date of purchase or 6 months from date of manufacture (whichever is earlier), any defect in workmanship or material which is found upon inspection by or on behalf of SKOPE to result in the Goods malfunctioning, while under correct use, will be repaired or replaced. Liability under this warranty is limited to replacing or repairing a part without charge provided that the liability of SKOPE shall in no event exceed the purchase price of the Goods.

Warranty Coverage		Chillers	Freezers
Food Services	Pegasus Series	2 year warranty	2 year warranty
	Pegasus Pizza and Prep	2 year warranty	
	Centaur Series ¹	2 year warranty	2 year warranty
	Centaur Pizza and Sandwich ¹	2 year warranty	
	Irinnox Series ²	2 year warranty	2 year warranty
	MISA Series ³	2 year warranty	2 year warranty
General Purpose	SK Series	2 year warranty	2 year warranty
	TME Series	2 year warranty	
	Serene Series	1 year warranty	
	B Series	2 year warranty	
	VF Series		
	Counterline Series	2 year warranty	
	Backbar Series	2 year warranty	
	Food Display Series	2 year warranty	
	Glass Chiller Series	2 year warranty	
Convenience Store	Open Deck Series	2 year warranty	
	Yarra Series	2 year warranty	2 year warranty
Customs	Customised Models ⁴	1 year warranty	1 year warranty

1 Centaur warranty increased from 1 year to 2 year for goods purchased from 7 April 2014.

2 Refer to paragraph 9.2 below for warranty limitations

3 Refer to paragraph 9.3 below for warranty limitations

4 Some customised models may not include a warranty. Warranty confirmation will be given at the time of enquiry

- The liability under this warranty is dependent on an assessment by SKOPE to determine the defect in workmanship or materials.
- In the event that a warranty call out determines that SKOPE is not liable under this warranty then the service agent will bill the customer directly for the cost of the callout. Payment must be made by the customer to the SKOPE service agent before the agent leaves the premises. Cost and payment terms for any repair work for which SKOPE is not liable under warranty must be agreed between the customer and the service agent.
- SKOPE does not guarantee that any service to be performed under this warranty will be carried out within any particular time limit.

General Exclusions

5. Liability under this warranty does not include:
 - 5.1. any cost, loss, liability (including special or consequential loss or loss of profits) or damage of any kind or expenses directly or indirectly arising from use or inability to use the Goods or from any other cause;
 - 5.2. breakage of glass or plastic components or the replacement of fluorescent tubes, LED tubes, globes, door seals/gaskets or core probes;
 - 5.3. installation, or removal costs other than standard labour costs by SKOPE's authorised agents during normal working hours;
 - 5.4. costs associated with removal of any stainless steel, benches, cabinets or any other equipment that is inhibiting or preventing direct access to the Goods to enable a warranty repair to be carried out;
 - 5.5. travelling time in excess of 100 kms, or 1½ hours from an authorised service agent, whichever is the lesser; and
 - 5.6. service outside of normal business hours (excluding the SK models under a basic maintenance programme. This service is available if required, but an 'out of hours' surcharge will apply).
6. This warranty does not apply if:
 - 6.1. the Goods have been installed without an adequate power supply, or without levelling correctly, or with inadequate ventilation, or if the airflow within the cabinet has been adversely affected due to product blocking the air ducts;
 - 6.2. the remote installation does not follow SKOPE's installation guidelines, or has insufficient unit capacity (compared to SKOPE's listed specifications), or inadequate pipework, or is not correctly commissioned;
 - 6.3. repairs or major maintenance has been carried out by anyone other than an authorised SKOPE dealer or service agent, or if any repairs have been carried out without prior authorisation from SKOPE;
 - 6.4. the defect is a result of a failure to maintain the refrigeration unit in the manner specified by SKOPE, or a failure to have the preventative maintenance servicing done;
 - 6.5. any part of the Goods has been subject to misuse, neglect, alteration, incorrect installation, incorrect environment, accident or damage caused by vermin, non-SKOPE arranged transportation, use of abrasive chemicals or materials, flooding, fire or acts of God;
 - 6.6. all safety information in relation to the Goods has not been adhered to correctly or the Goods have not been placed and operated in accordance with the SKOPE specifications; or
 - 6.7. SKOPE's badging, identification numbers, plates or marks have been altered or removed.
7. SKOPE shall not be liable for any direct or indirect cost, loss, liability (including special or consequential loss or loss of profits) or damage of any kind incurred by a customer as a result of, arising out of or related to, any SKOPE service agent, approved installer or recommended service provider carrying out any work in connection with this warranty or otherwise in relation to SKOPE products. The customer shall pursue all claims for compensation directly against the agent, provider or installer (as the case may be).
8. This warranty does not extend:
 - 8.1. to Goods supplied under corporate accounts as determined from time to time by SKOPE;
 - 8.2. beyond repairing the SKOPE cabinet when the condensing unit is remote from the cabinet; or
 - 8.3. to Goods supplied to destinations other than New Zealand or Australia unless agreed in writing by SKOPE.

Specific Exclusions

9. This warranty is subject to the following specific exclusions:

9.1. SKOPE Cyclone™

Warranty for the SKOPE Cyclone™ refrigeration unit is conditional upon regular cleaning of the condenser coil as instructed in the cabinet user manual. The condenser coil should be cleaned at least six monthly, depending on the site and environment e.g. particularly dirty environments should clean the coil weekly. A dirty condenser can cause stress to the refrigeration system which can cause serious component failure.

9.2. Irinox Warranty

Warranty of the SKOPE Irinox series is conditional upon a preventive maintenance program carried out at least 6 monthly by a suitably qualified technician. In the event a fault occurs SKOPE may request supporting documentation to verify the cabinet has been serviced in accordance with these warranty terms.

SKOPE Irinox series are supplied with the parts and labour warranty if installed by a SKOPE approved installer or pre-approved contractor. If these products are installed by another third party a 12 month parts-only warranty will be applicable.

9.3. MISA Warranty

SKOPE MISA series are supplied with a two year parts and one year labour warranty if installed by a SKOPE approved installer or pre-approved contractor. If these products are installed by another third party a 12 month parts-only warranty will be applicable.

9.4. IceCyclone™

This warranty does not apply to the IceCyclone™.

10. Contact us

10.1. To report a problem with your Goods, phone SKOPE (not your dealer) on: 0800 947 5673 (NZ), 1800 121 535 (Aus) or email: warranty@skope.co.nz or warranty@skope.com.au. Please ensure you have the serial number and model type from the inside top of your cabinet, the site address, contact name, phone number, purchase date and fault description available when you call our Customer Services team.

10.2. Warranty claims must be addressed as follows:

SKOPE Industries Limited
PO Box 1091
Christchurch 8041
New Zealand

FREEPHONE: 0800 947 5673 (NZ) or 1800 121 535 (Aus)
FAX: 03 983 3896 (NZ) or 1800121 533 (Aus)
Email: warranty@skope.co.nz (NZ) or warranty@skope.com.au (Aus)

11. Extended warranty programme

11.1. SKOPE also provides an extended warranty programme. All SKOPE cabinet warranties (excluding some custom cabinets and Irinox cabinets) are eligible to be extended for 1 year at the time of purchase or cabinet registration by purchasing a SKOPE Warranty Extension. Please advise your dealer at the time of purchase whether you require an extended warranty.

11.2. SKOPE Warranty Extension current costs are published on our website www.skope.com.au or www.skope.co.nz and are subject to change at any time.

12. Additional clauses applicable in Australia

The following additional provisions apply if these warranty terms are subject to Australian Consumer Law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) (Australia) and any corresponding provisions of state or territory fair trading legislation:

- 12.1. Our goods come with a guarantee that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonably foreseeable loss and 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.
- 12.2. Our warranties shall be read and construed having regard to the Australian Consumer Law. You acknowledge and agree that SKOPE is entitled to give effect to and rely upon the warranties to the maximum extent permitted by the Australian Consumer Law.
- 12.3. If any warranty or provision of this document shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.