

WARRANTY CARD

VENTILATION SYSTEM PRODUCT WARRANTY



CONGRATULATIONS ON BEING THE PROUD OWNER OF AN HRV VENTILATION SYSTEM

We're delighted to welcome you into our 500,000+ strong family – a bunch of Kiwis who have joined our mission to make all Kiwi homes healthier.

ON-GOING SERVICING

To get the best on-going performance from your HRV Ventilation System we recommend a comprehensive system service and filter change every 2 years. This will ensure your HRV Ventilation System is operating efficiently and you are getting the best possible air quality into your home. Please call our Customer Service team on 0800 HRV (478) 123 or visit www.hrv.co.nz.



CUSTOMER SERVICE

Should you need assistance, we're always on hand with our dedicated Customer Service team. If you have any questions or comments, we'd love to hear from you! Please give one of our friendly, professional Customer Service team a call on 0800 478 123.

Thanks again and congratulations on your decision.



WWW.HRV.CO.NZ
0800 478 123



**Making all Kiwi
homes healthier.**



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WARRANTY

HRV warrants that the HRV Ventilation system you have purchased (the "System") will be free of manufacturing defects for a period of sixty (60) months from date of installation ("Warranty"). HRV undertakes to remedy any manufacturing defect by either repairing or replacing the System or any of its parts (at its sole discretion) and shall cover reasonable onsite labour charges, providing any such defect is brought to the notice of HRV within the Warranty period, and subject to the following terms and conditions.

CONSUMER GUARANTEES ACT 1993

This Warranty is in addition to and does not exclude or limit your rights in relation to the System or its installation under the Consumer Guarantees Act 1993.

REGULAR FILTER CHANGES

Filter changes are required every two years (more often in environments that have greater amounts of dust, pollen, smoke etc) and must be performed by authorised HRV personnel and using HRV genuine filters, at your expense. Compliance with these filter change requirements is necessary to maintain the Warranty and ensure the optimum performance of the System.

APPLICATION

The Warranty shall not apply if:

- The fault with the System is caused by the recommended filter change not being carried out during the 24 month period prior to the fault;
- The System is used other than in accordance with HRV's specifications;
- Repair work is performed on the System by any person other than: an HRV employee, an HRV authorised service agent or registered electrician approved by HRV;
- Any additional non-HRV products, such as non-genuine HRV filters, have been fitted to the System; or
- The System has been damaged by (including but not limited to) vermin, rodents, birds, insects, other trades people, power surge, fires and floods.

TRANSFER

- The Warranty is transferable to a third party providing that proof of original purchase is provided with any claim.
- Should the System be relocated from the original address, then the removal and re-installation must be carried out by a HRV approved installer at your expense for a continuance of the Warranty.



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