



KWIKOT POWERED BY HAIER

Air Conditioning Warranty Terms & Conditions

Effective Date: June 2026

This document sets out the warranty terms and conditions applicable to all Kwikot Powered by Haier air conditioning products sold and installed within the Republic of South Africa. These terms are designed to be clear and accessible for both end user consumer and qualified service technicians.

These terms are aligned with the **Consumer Protection Act 68 of 2008 (CPA)**. Where any provision conflicts with the CPA, **the CPA shall prevail**.

Important: Nothing in this document is intended to limit statutory consumer rights. Any limitations or exclusions are subject to **reasonableness, fairness, and causal connection to the defect**.

1. Warranty Coverage — What Is Covered

Warranty periods commence from the verified date of installation and are contingent on compliance with the conditions set out in Section 3 of this document.

The following warranty periods apply from the **verified date of installation**. (All periods.)

Component	Duration	Indoor / Outdoor	Coverage
Whole Unit (Parts & Labour)	5 Years	Both	All factory-fitted components — full parts and labour
Compressor	10 Years	Outdoor Unit	Years 1–5: Parts & Labour Years 6–10: Parts Only
Main PCB / Control Board	5 Years	Both	Parts & Labour
Evaporator & Condenser Coils	5 Years	Both	Parts, Labour & Gas Recharge
Fan Motors (IDU & ODU)	5 Years	Both	Parts & Labour
Remote Control & Accessories	2 Year	N/A	Replacement unit
Plastic / Cosmetic Components	2 Year	Both	Parts Only

Note to Technicians: The warranty start date is the consumer's original date of Installation as recorded on the proof of Installation. Where no purchase date or installation can be confirmed, the manufacturing cannot be held accountable.

2. Statutory Consumer Rights — Consumer Protection Act

In addition to the express warranty above, the following statutory rights apply and cannot be limited or excluded by Kwikot Powered by Haier:

CPA Provision	What It Means for You
Implied Warranty of Quality (Section 55 & 56)	All Kwikot Powered by Haier products are warranted to be of good quality, durable, safe, and fit for their intended purpose.

CPA Provision	What It Means for You
Six-Month Consumer Choice (Section 56)	Within the first 6 months of purchase, if a defect is found you may choose: Repair, Replacement, or Full Refund. Kwikot cannot limit this right.
Repair Warranty (Section 56(3))	Any work performed under warranty carries a minimum 3-month guarantee on both parts and labour.
Plain Language (Section 22)	All warranty terms must be clear, plain, and understandable. This document is written to meet that requirement.

Consumer Tip: You do not need to be in the express warranty period to invoke your Section 55 & 56 CPA rights for the first 6 months of purchase. These rights exist independently

3. Warranty Conditions — What Is Required

To ensure your warranty remains valid, the following conditions support warranty validity.

Non-compliance will only affect warranty coverage where it is reasonably demonstrated to have caused or contributed to the defect.

Requirement	Specification
Authorized Installation	Unit must be installed by a SAQCC Gas-registered Installer. Proof of installation (COC / installation invoice) is required for all warranty claims. Only R-32 refrigerant must be used.
Product Registration	Register your product online at www.kwikot.co.za within 30 days of installation to activate the full warranty period. Unregistered units receive a 1-year base warranty. Failure to register may delay claim processing where verification is required
Preventive Maintenance	Annual servicing by a qualified technician is recommended to maintain warranty validity. The owner remains solely responsible for maintenance, including filter cleaning of the unit every 3 months. Maintenance records must be produced upon request.
Service Record	A digital or physical logbook of all services must be maintained and presented with any warranty claim. Absence of records will not automatically void warranty but may affect assessment.
Transferability	This warranty is non-transferable and applies to the original purchasing consumer only, at the original installation address.
Geographic Validity	Warranty is valid only within the Republic of South Africa.

4. Exclusions — What Is Not Covered

This warranty does not cover damage, or failure not attributable to manufacturing or material defects, including:

4.1 Electrical & Environmental

- Damage caused by power surges, lightning strikes, voltage fluctuations, or connection to an incorrect electrical supply
- Damage attributable to corrosive environments, salt-laden air, chemical exposure, or abnormal atmospheric conditions
- Damage caused by rodents, insects, or the ingress of foreign objects

4.2 Installation & Maintenance

- Installation not meeting required standards
- Failure resulting from installation by an unqualified or non-authorized installer
- Failure due to improper refrigerant handling, incorrect piping, or unauthorized system modifications
- Failure due to neglect of preventive maintenance obligations (see Section 3)
- Damage caused by unauthorized repairs, tampering, or removal of serial number labels

4.3 Usage & Application

- Use outside manufacturer specifications (as per product manuals available on Kwikot website)

- Usage of R-32 refrigerant only: The equipment warranty will be void if a different refrigerant is used or applied to the unit. Refrigerant should also be applied in accordance with the recommendations in the installation / service manual. Amount of kg per unit size and piping length.
- Commercial use of a unit rated for domestic application only, Use in business, income-generating, high-load, or non-residential environments, including offices, retail, Airbnb/short-term rental, or industrial applications, unless the unit is rated accordingly.
- Operation outside the manufacturer-specified temperature, humidity, or load ranges
- Failure due to use contrary to the installation and operation manual

4.4 Conditional Exclusion Principle

- A claim will only be rejected under Sections 4.1–4.3 where:
- The excluded condition is the primary or contributing cause of failure; and
- This is supported by reasonable technical assessment

4.5 Consequential & Associated Costs

- Kwikot powered by Haier is not liable for:
- Consequential or incidental damages of any kind (loss of income, spoilage, discomfort, etc.)
- Travel or call-out costs where the fault is determined to be non-warranty
- Transport costs beyond the standard authorized service agent radius
- Costs of refrigerant top-up where the leak source is attributable to non-warranty causes

5. How to LOG a Warranty Claim

Follow the steps below to submit a warranty claim. Having your documentation ready will ensure the fastest possible resolution.

#	Step	Detail
1	Notify	Contact Kwikot Powered by Haier or your Installer/Retailer within 14 days of discovering the defect. Preferably as soon as reasonably possible. Delays in notifying will not invalidate claims, unless they materially prejudice assessment.
2	Document	Provide original Proof of Installation, proof of purchase, product registration confirmation, installation certificate (COC), and full service history.
3	Inspection	A Kwikot-authorized technician will inspect the unit on-site. If a service center assessment is required, this will be communicated.
4	Resolution	Defective unit: Repaired or replaced at Kwikot's discretion. Uneconomical repair: Unit replacement or pro-rata refund. Pro-rata refund formula: will be calculated as follow: $\text{Refund} = \text{Purchase price} \times (\text{Remaining expected lifespan} \div \text{Total expected lifespan})$ Not defective: Customer is liable for call-out, inspection and transport costs.
5	Turnaround	Approved warranty repairs will be completed within 14 working days of claim approval, subject to parts availability.
6	Service Radius	Defined as 50 km from authorized service centre Additional travel requires customer approval

To initiate a claim: Call 011 897 4600 | Email: ZA_insure@kwikot.com

6. Spare Parts Availability

Kwikot Haier will use commercially reasonable efforts to maintain the availability of spare parts for maintenance and repair purposes for a reasonable period after a product is sold, having regard to:

- product lifecycle considerations;
- availability from manufacturers and OEM suppliers;
- technological developments;
- industry practices; and
- applicable supply chain conditions.

Spare parts availability cannot be guaranteed for any specific period, and availability may be affected by factors beyond Kwikot Haier's reasonable control, including product discontinuation or component obsolescence. Where original parts are unavailable, Kwikot Haier may offer compatible replacement components or other reasonable alternatives where feasible.

6.1 Notes for Authorized Service Technicians

The following points apply specifically to Kwikot-authorized service agents performing work under this warranty:

- Only genuine Kwikot/Haier-approved parts may be used for warranty repairs. Use of non-approved parts will void the unit warranty and will not be reimbursed.
- A fault report and job card must be completed for every warranty call. The indoor unit serial number must be captured on all job records.
- Where a repair is assessed as uneconomical (repair cost exceeds 75% of current replacement value), this must be escalated to the Kwikot warranty desk before proceeding.
- Any repair performed under warranty carries a minimum 3-month labour and parts guarantee (CPA Section 56(3)).
- Warranty claims (completed JC, minimum Picture requirement) must be submitted via email to ZA_insure@kwikot.com within 10 days of the repair date. Late submissions may not be honoured.
- Travel costs for service calls outside an authorized agent's standard service radius must be pre-approved by the Kwikot National Service Administration team.

For technical queries, warranty claim disputes, or parts ordering: Kwikot National Service Admin Call 011 897 4600 | Email: ZA_insure@kwikot.com

7. General Terms

- This warranty is governed by the laws of the Republic of South Africa.
- Any dispute not resolved through the Kwikot complaints process may be referred to the relevant Provincial Consumer Court or the National Consumer Commission.
- Kwikot Powered by Haier reserves the right to update these warranty terms. The most current version will always be available at www.kwikot.co.za.
- This document supersedes all previous Kwikot and Haier warranty documents for air conditioning products effective from June 2026.