

# HOME APPLIANCE WARRANTY

Your SPEED QUEEN Domestic Appliance is warranted by 1300 Washer Pty Ltd, phone number 1300 927437, registered address: P.O. Box 3409, Darra, QLD 4076, Australia, ABN: 25 165 902 474 to be free from defects in materials and workmanship for a period of 5 years from the date of purchase subject to the terms and conditions set out in this document. The models covered by this warranty are:

ADE3TRGS435AW01, ADE3TRGS465AW01, ADE3TRWS431AW01, ADE3TRWS461AW01, ADEE8BWS433AW01, ADEE8BWS435AW01, ADEE8BGS435AW01, ADEE9BSS433AN01, ADEE9RGS435AW01, ADEE9RGS465AW01, ADEE9RWS433AW01, ADEE9RWS463AW01, ADG3TRWS301AW01, ADGE8BWS303AW01, ADGE8BGS303AW01, ADGE9BSS303AN01, ADGE9RWS303AW01, AFNE9BSP303AN01, AFNE9BSP303AW01, AFNE9BSP305AW01, ATEE9AGP435AW01, ATEE9AWP433AW01, ATEE9AWP435AW01, ATGE9AGP305AW01, ATGE9AWP303AW01, ATGE9AWP305AW01, AWNA62SN303AW01, AWNA62SN305AW01, AWNE92SN303AW01, AWNE92SN305AW01, AWNE92SN305AB99, ADEE9RGS435AB99, AFNE9BSP305AB99, ADEE8BGS435AB99.

There are some specific additions to the above warranty (warranty extensions) which are set out below and apply from the date of purchase:

## TOP LOAD AND FRONT LOAD WASHERS

- Lifetime parts warranty on the inner and outer wash tubs.

## THIS WARRANTY IS ONLY APPLICABLE TO APPLIANCE/S:

- Purchased in Australia.
- From the date of purchase stated on your proof of purchase; and
- For the period/s stated in this document.

NB: If your SPEED QUEEN Domestic Appliance is purchased and used for commercial purposes or to assist a business or for communal use in a residential apartment block or multi unit housing premise, the appliance will then be warranted for 90 DAYS ONLY under a separate warranty. Service and/or repairs for your appliance during the 5 year warranty period will be conducted in your home, during normal business hours, at no cost to you, if you live within Speed Queen's normal service area. If you reside outside this area you may be charged a travel fee for a technician to attend your home. Alternatively, you may take the appliance to the nearest technician at your own risk and expense. Outside the 5 year period, while parts subject to the warranty extensions will be supplied without charge, Speed Queen may charge you its labour and transport fees that apply to the service call.

The benefits given by this warranty are in addition to other rights and remedies that you may have under law. Our goods come with guarantees that cannot be excluded under the Australian consumer Law. You are entitled to a refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are 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. Keep this document and your proof of purchase in a safe place for future reference as you must provide proof of purchase for any warranty service to be conducted on your appliance.

## IF YOU WISH TO MAKE A CLAIM UNDER THIS WARRANTY, PLEASE:

- Carefully check the owner manual for any troubleshooting advice it may give you.
- Have the model and serial number of your appliance available.
- Have your proof of purchase available.

## CONTACT US BY ONE OF THE FOLLOWING METHODS:

**ACT, NSW** F.L. Costello & Co Sydney, 245 Rawson Street, Auburn, NSW 2144 Telephone (02) 9748 2155 Email [enquiry@speedqueenlaundry.com.au](mailto:enquiry@speedqueenlaundry.com.au)

**WA** F.L. Costello & Co Perth, 7/15 Walters Drive, Osborne Park, WA 6017 Telephone (08) 9445 7744 Email [enquiry@speedqueenwa.com.au](mailto:enquiry@speedqueenwa.com.au)

**QLD** F.L. Costello & Co (Qld), 2/18 Gravel Pit Road, Darra, QLD 4076 Telephone (07) 3376 3869 Email [warehouse@speedqueenlaundry.com.au](mailto:warehouse@speedqueenlaundry.com.au)

**VIC, TAS** Speed Queen Equipment Sales, 26 Theobald Street, Thornbury, VIC 3071 Telephone (03) 9495 1300 Email [sales@speedqueensales.com.au](mailto:sales@speedqueensales.com.au)

**SA** F.L. Costello & Co (SA), 385-387 Main North Road, Enfield, SA, 5085 Telephone: (08) 7095 0336 Email [saops@speedqueenlaundry.com.au](mailto:saops@speedqueenlaundry.com.au)

**NT** F.L. Costello & Co (NT), Unit 5 / 524 Stuart Highway, Winnellie, NT 0820 Tel: (08) 7936 8888 Email [ntops@speedqueenlaundry.com.au](mailto:ntops@speedqueenlaundry.com.au)

# THIS WARRANTY DOES NOT COVER

1. Connection and installation of your appliance, instruction on the use of your appliance, connection/disconnection of house fuses or correct wiring/plumbing.
2. Damage caused by accident, misuse, fire, water, damage, or rust caused by abrasion, scratching or other physical damage.
3. Damage or blockages caused by foreign objects or substances.
4. Damage caused by vermin, insects or pets.
5. Damage caused by any failure to maintain the appliance as instructed in the user manual.
6. Internal or external damage as a result of excessive use of cleaning products.
7. Damage caused by power outages, electrical power surge or improper supply voltage via connection to supply Authority mains or alternative supply systems.
8. Faults or damage to parts caused by unauthorised modifications made to the appliance.
9. Problems caused by incorrect or inadequate venting of the appliance.
10. Maintenance, repair or replacement of parts due to normal wear and tear.
11. A service call where no fault is found. After inspecting the appliance, if the service technician is of the opinion that the appliance or alleged defect is not covered by this warranty, then you will be charged for any labour, parts or transport that applies.
12. Any appliance which has had its serial number or warranty seal removed or defaced.
13. Any appliance which is operated on an electrical, gas or water supply which exceeds the ratings specified on the rating plate.
14. Changes which occur in the condition or operational qualities of an appliance due to incorrect storage, mounting, climate or any other influence which is outside the control of Speed Queen.
15. Any appliance which has not been imported into Australia by 1300 Washer Pty. Ltd.

