

Cossiga Australia
1300 099 215

Warranty – 3 Years

WARRANTY IS SUBJECT TO A 6 MONTHLY PREVENTATIVE MAINTENANCE PLAN BEING CARRIED OUT ON ALL EQUIPMENT, INSTALLATION HAS BEEN CARRIED OUT AS PER COSSIGA SPECIFICATIONS.

12 Months Parts and Labour

24 Months Parts

36 Months Parts

Preventative Maintenance Plan Should Cover The Following:

Condensor Clean, Temperature, Lights, Bulbs and Drivers, Fans, Controller Settings, Door Tracks, Door Rollers and Gaskets, Drainage clear and hose check

Warranty Exclusions

1. Faults caused by incorrect installation/ventilation.
2. Service outside of normal business hours is available if required but an "out of hours" surcharge will apply.
3. Glass breakage or the replacement of fluorescent tubes.
4. Maladjustment of the electronic controller by an unqualified person.
5. Failure resulting from lack of routine cleaning or servicing. All units need to be serviced every 6 months by a qualified technician.

Warranty/Service Procedure

CALL 1300-099 215 or email Kerry@cossiga.com with breakdown

You will need to provide mode, serial number, full site details and full billing details including contact name and telephone number and description of fault. If call out is deemed non-warranty, site will be charged.

1. We will log the repair into our service system.
2. Technician will be booked and email confirmation sent.
3. Majority of calls will be attended to same day.
4. Spare parts are accessible in Australia but product specific parts such as elements will be held in Brisbane, Melbourne and Sydney.
5. The majority of door stock is held in New Zealand. Glass is pre-packed, ready for immediate courier dispatch. Allow 3-5 working days for delivery.
6. Once technician has visited site we are able to provide information on breakdown.