

BRIVIS ICEBERG™

COOLING

Owner's Manual



PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE USE

Bonus offer
when you
register your
product online
brivis.com.au

brivis

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Introduction

Congratulations on your purchase of a Brivis Cooling system. For you to achieve the performance and efficiency expected from your new cooler, please ensure the installer is a qualified trades person, that the installer has commissioned the unit before you commence operating, and you take the time to read the contents of this manual.

In some Australian States it is mandatory that your cooler installation is issued with a certificate of compliance to guarantee the installation workmanship. Please check with your installer or the local plumbing authority or association. The Brivis cooler is covered by the product warranty as outlined in this manual.

Brivis products are renowned for providing years of trouble free performance. However, that doesn't mean that they will operate at their peak for all of that time without some attention. To be at their most efficient they, like most things, need a little care. So, to ensure that every Brivis unit is always in perfect condition, we have established the Brivis Care Program for our valued customers.

The Brivis Care Program provides you with a maintenance service. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. This ensures that the system will always be ready when you need it.

Privacy Notification

Brivis Climate Systems Pty Ltd is the registered owner of the Brivis brand. Brivis will collect "personal information" from you when you complete your warranty and maintenance registration form. This personal information is collected under the guidance of the Privacy Information Protection Act 1998. The purpose of collecting this information is to:

- Process your request for us to provide service activities for you;
- Register your purchase of equipment for warranty;
- Register your request for a survey/quotation for Heating Ventilation Air Conditioning goods and services.

The intended recipients of the information are:

- Employees of Brivis.
- Federal and State Governments who may require the information for administration purposes.

While the supply of the information by you is voluntary, if you cannot provide or do not wish to provide the information sought, Brivis may not be able to provide the services you request. If you have already provided information but have changed your mind and do not want the information used, you may make application for access or amendment for that information not to be used.

You have a right of access to, and correction of, the information concerning yourself in accordance with the relevant procedures under the Act.

Enquiries concerning this matter can be addressed to the Business Practices Officer of Brivis, who can be contacted on 1300 BRIVIS.

Before operating your Brivis Evaporative Cooler

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

How does your evaporative cooling work?

The amount of cooling available from any type of cooling system is dependent on the outside weather conditions. Your evaporative cooler works best on hot, dry days. It is essential to provide the required amount of ventilation (for your evaporative cooling system to function properly) by opening windows/doors whenever the cooler is operating. Air is drawn in through the filter pads resulting in 100% fresh cool air entering the home. The movement of this cooled air through your home will draw the heat out of the house, so be sure that doors or windows are open to expel this heat to outside. Whenever possible start the cooler early to prevent the build up of heat within the house, and on sultry or humid days your cooler may work better with the fan ONLY running and the pump turned OFF. Stale air, cigarette smoke and fumes can be quickly cleared and replaced with fresh air by turning the fan to manual mode.

Make sure enough window and/or door area is open for the unit to work correctly. "Table 1" gives a guide to the amount of open area required in m², and also gives suggestions on how to provide this.

Safety Warnings

- Do not place any articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this appliance

The air smells a little different. Why?

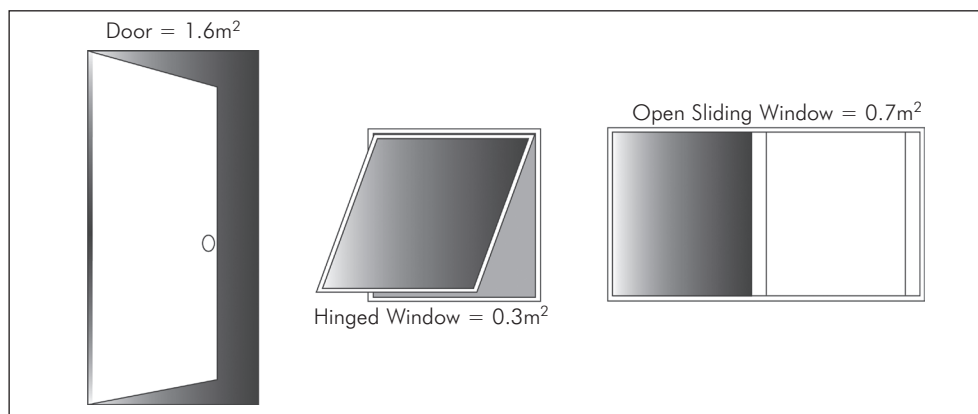
New cooling pads can give off a mild odour while they are settling in. This is quite normal, and will dissipate quickly as the new pad is constantly flushed during use.

Ventilation Openings Required

Table 1. Opening required for each model.

Model	Number of average size windows & doors (suggestions only)	Highest Fan Setting	Lowest Fan Setting
XQ4	Three sliding windows or one door & two hinged windows	2.3 m ²	1.4 m ²

Average ventilation area provided by various openings, when fully opened.

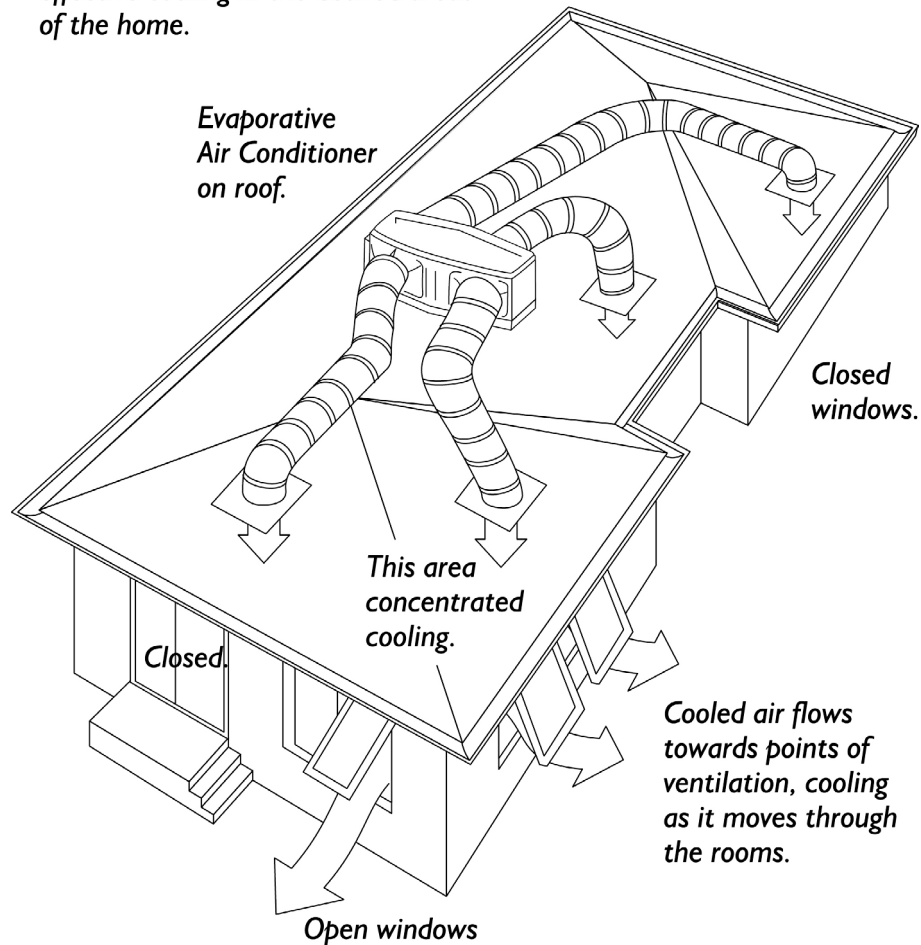


Note: You can also choose to have these openings only halfway open. Please note, the opening will only provide half the amount of ventilation shown above and more openings would be required. To cool your whole house, you need windows and / or doors open throughout the house. If you wish to concentrate your cooling to a select area, simply concentrate all the required ventilation in the targeted area. (See following illustration).

On hot, windy days, ensure that the windows and /or doors open for ventilation are on the sheltered side of the house.

Note: Ceiling exhaust vents (security relief vents) are not recommended as recirculating air will impair the performance of the cooler.

Illustration shows method of getting effective cooling in the desired areas of the home.



Operating your evaporative cooler

Start up

When the cooling is first turned ON, there will normally be a delay before the cool air is delivered from the duct outlets. The delay time allows water to fill the Cooler's tank and/or Pre-wet the filter pads. The entire process can take up to 4 minutes before cool air is expected from the duct outlets.

Shut down

There is a delay of up to 6 minutes after the system is turned off, during which time the Bravis Iceberg™ performs a self clean and dry function. All water will be drained from the unit 45 minutes after the unit has been turned off.

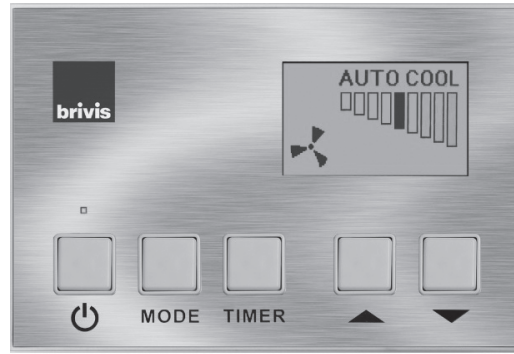
On humid days

On days of high humidity your evaporative cooler works best with the fan on high and perhaps the pump switch turned off. If moisture is building up on tiled or hard surface areas, ensure that airflow from the outlets is directed across the ceiling rather than down towards the floor. Also ensure that you have enough windows and/or doors open.

Ceiling Exhaust Vents (Security Relief Vents)

Ceiling exhaust vents (security relief vents) are not recommended as recirculating air will impair performance of the cooler.

Operating your Wall Control



The Brivis Iceberg™ Programmable Wall Controller gives the choice of Automatic or Manual modes with the option of a time ON or OFF delay.

Automatic Pre-Wet

When the cooler is turned on with both the fan and the pump, in either Auto or Manual mode, the cooler will start a Pre-Wet stage to ensure the pads are thoroughly wet before the fan starts. This contributes to the effective operation and performance of the cooler. The Pre-Wet time will vary depending on how long the cooler has been OFF, and whether it needs to fill the tank prior to operation.

Operating Modes

The cooler has several operating modes, which are as follows:


1. "AUTO COOL"
2. "MANUAL"
3. "FAN ONLY"



Push the **MODE** key to cycle through the cooler's operating modes.

Note: The wall control will remember previously established settings in Auto and Manual Modes.

1. "AUTO COOL" Mode

In "AUTO COOL" mode the Programmable Wall Control automatically operates the cooler (fan speed and pump) to maintain the selected 'comfort level'. The cooler may even turn OFF if the conditions meet the comfort level setting.

Begin by pressing the Power  key to turn the Cooler on. If "AUTO COOL" is displayed, the system is set for Automatic operation, otherwise:


- Press the mode key to cycle through the Cooler's operating modes, until the "AUTO COOL" is displayed.
- Push the  and  keys to select the comfort level you require. The longer the column, the cooler the setting; the shorter the column, the warmer the setting.



Benefits of using the Brivis Iceberg™ in "AUTO COOL" mode in preference to "MANUAL" mode

- Power and water consumption varies in relation to the chosen comfort level.
- This comfort level cannot be as easily maintained in "MANUAL" mode.
- In "AUTO COOL" mode the unit operates only when it is required.
- Enables a set comfort level to be maintained automatically as the outdoor / indoor temperature conditions change.
- Allows you to pre-set the cooler to turn ON early and not let the house build up heat.
- The outlet airflow noise is kept to a minimum, as the fan speed is only as fast as required to maintain the set comfort level. This slower speed also results in more efficient saturation of the cooler filter pads, and a cooler outlet air temperature.

2. "MANUAL" Mode

"MANUAL" mode operation allows you to manually control fan speed, the pump is always on.

Begin by pressing the Power  key to turn the Cooler on. If "MANUAL" is displayed the system is set for manual operation otherwise;

- Push the MODE key to cycle through the cooler's operating modes.
- Push  and  keys to select the fan speed level you require. The larger the column, the faster the fan speed; the shorter the column, the slower the fan speed.

3. "FAN ONLY" Mode




"FAN ONLY" mode operation allows you to manually operate fan speed only.

- Push the  and  keys to raise and lower the cooler's fan speed.



Timer Function

This wall control has a timer function that can delay the operation of the system turning ON/OFF. If the cooler is operating, you can pre-set the timer for the cooler to turn OFF. If the cooler is OFF you can pre-set the timer for the cooler to turn ON. The timer is set in 1-hour increments, ranging from 1 to 17 hours.

Setting the timer to turn system ON

1. System must be in the OFF state. Press the Power  button until the blue LED is off and OFF is displayed on the LCD screen.
2. Push TIMER button to enter timer setting mode.
3. Press the  and  buttons to adjust ON time.
4. Press the TIMER button to save timer setting.
5. Controller will return to the OFF screen and time until on will be displayed, e.g. ON IN 4:00.

Setting the timer to turn system OFF

1. System must be running in the desired operating mode, i.e. "AUTO COOL", "MANUAL", or "FAN ONLY".
2. Push TIMER button to enter timer setting mode.
3. Press the  and  buttons to adjust OFF time.
4. Press the TIMER button to save timer setting.
5. Controller will return to previous ON mode setting and time until OFF will be displayed, e.g. OFF IN 4:00.

Brivis Customer Care Program

Brivis products are renowned for providing years of trouble free performance. However, that doesn't mean that they will perform at their peak all of that time without some attention. To be at their most efficient they, like most things, need a little care. So to ensure that every Brivis unit is always in perfect condition we have established the Brivis Care Program for our valued customers.

When you are a member of our Care Program you will receive a courtesy call regarding maintenance service to your unit. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. Which ensures that the system will always be ready when you need it.

If something needs more than just maintenance it can be attended to at the time of the service (additional charges may apply). This repair will be guaranteed for 3 months labour, and 12 months parts.

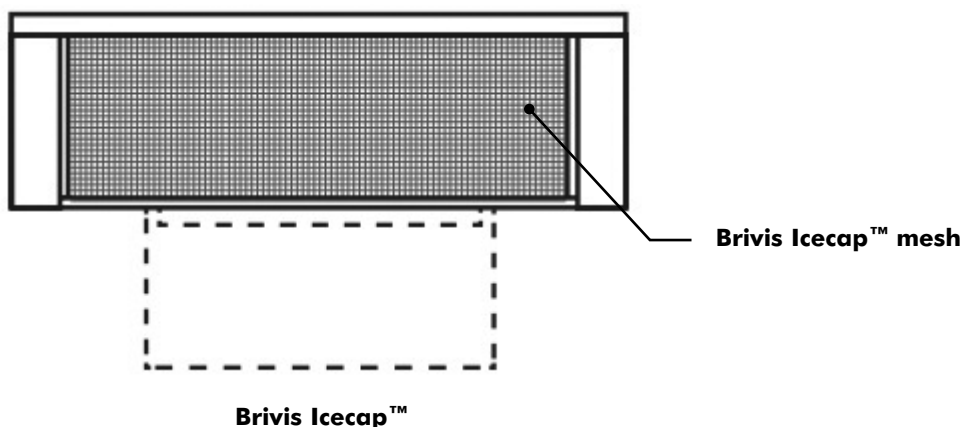
Cooler Service & Maintenance

To ensure that your Brivis cooler continues to operate at peak efficiency, it should be serviced at **two year** intervals by an authorised person trained in the service of Brivis coolers - please contact our National Care Centre, for authorised Brivis Service Technicians. Refer to the back of this manual for contact details.

Brivis Iceberg™ coolers are fitted with a mesh over the inlet to the unit. To maintain the cooler's performance the mesh must be inspected & cleaned at regular intervals, depending on the amount of use of the unit & the environment in which it operates. The same applies to the Brivis Icecap™ mesh (where fitted), refer to below image.

This service of the cooler unit will include all maintenance and adjustments required to the following components to ensure your cooler runs at its peak efficiency:

- Trough
- Electronic Controls, e.g. Sensors
- Fan and Pump Assembly
- Pads and Water Distribution
- Module Inlet mesh
- Air intake vents, e.g. Brivis Icecap™ mesh



Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Brivis Coolers. Please contact our Brivis Service Department for an authorised Brivis Service Technician.

Note: Service maintenance is not covered under warranty and is a chargeable service. All coolers must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with Health & Safety requirements.

BEFORE YOU CALL FOR SERVICE OR ASSISTANCE ...

Service calls can often be avoided!

If you feel your cooler is not operating properly, please check these possible causes first:

Troubleshooting

- Check the water supply to the unit is turned ON.
- Ensure the pump is operating and visually check the pads for even water distribution.
- Check that the number of doors and windows open is sufficient within the targeted cooling area. Too many or not enough doors and windows opened in the targeted area could result in inadequate ventilation. This could result in poor cooling performance.
- Check that the fan operates and air is coming out from the duct outlet.
- Check that the filter pads are not damaged and/or the material hasn't deteriorated.
- If external weather conditions are excessively humid, the cooler may not perform at its optimal cooling level.
- Check that the Module Inlet mesh and all air intakes, e.g. Brivis Icecap™ mesh, are clean and free from obstruction.

If the fan will not start.

- Check if the power is ON.
- Check if the Wall Control is turned ON, and set the comfort level that requires the Cooler fan to operate.
- Check that the system is not in Time Delay or Start Up mode.
- Check the fuse in the meter box.

Note: The usual time delay can be up to 4 Minutes on start up.

Problem

Action

The unit will not turn on

Check the circuit breaker has not been tripped - if so reset it.
Reset the Cooler at the power supply.

The unit is blowing warm air

Check the water supply tap is turned on at the unit.
Check the system is not in "FAN ONLY" mode.

The wall control display is blank

Check there is power to the power point with another appliance, e.g. hair dryer.
Check the circuit breaker has not been tripped - if so reset it.

The unit is not cooling very well

Check the water supply tap is turned on at the Cooler. Check sufficient doors and/or windows have been opened. Refer to Exhaust section.
Check air intakes are clean and free of any obstruction.

There is no air coming out of some vents

It is highly probable that this is an installation issue. Please contact your installer in the first instance.

There is moisture on my tiles

Check the vents are directing air flow across the ceiling and not towards the floor. If it is humid run the system in "FAN ONLY" mode. Check sufficient doors and/or windows have been opened. Refer to Exhaust section.

For Your Records		
Model Number:	Serial Number:	Install Date:
Installed by:		
Installer Contact:		

Service Records		
To arrange a visit from one of our certified technicians please contact the Brivis Service department on 1300 BRIVIS		
	Service Provider:	Contact Number:
Service Year 2		
Service Date: / /		
Service Year 4		
Service Date: / /		
Service Year 6		
Service Date: / /		
Service Year 8		
Service Date: / /		
Service Year 10		
Service Date: / /		

Warranty and Maintenance Registration

Brivis Customer Care Program

The Brivis Customer Care Program is designed to help you get the most out of your new cooler.

We may contact you before each winter or summer season with some preferential offers for preventative maintenance services which will keep your Brivis cooler in great condition!

Please note: Preventative Maintenance Services are chargeable and not covered under your product warranty. Your cooler needs to have reasonable and safe access and be installed inline with the installation instructions supplied with the cooler. An extra charge may apply if Brivis is required to allocate two service personnel to enable compliance with safety regulations.

Cooler Warranty Card Form - please return in reply paid envelope provided.

For Australia - please return in reply paid envelope.

For New Zealand - please return to Warmair, PO Box 38523, Wellington Mail Centre.

Site Details

Name _____

Postal Address _____

Site Address (if different to above) _____

_____ State _____

Country _____ Post code _____

Home phone no. () _____

Work phone no. () _____

Mobile phone no. _____

Cooler Purchase Details

Cooler Model _____

Date of purchase _____

Installation company _____

Serial No.

Cooler Customer Questionnaire

Please tick the appropriate box.

- *Have you been given a certificate of compliance?* Yes ☐ No ☐ Number. _____
- *What type of home do you live in?* Single Storey ☐ Double Storey ☐ Split Level ☐
- *What type of roof do you have?* Tile ☐ Metal ☐ Other _____

Frequently Asked Questions

Q. How often should the cooler be serviced?

- A. Brivis recommend the cooler is serviced every 2 years at a minimum to ensure it operates at peak efficiency. Please Note: Due to environmental conditions the cooler may need to be serviced every year.

Q. What is done in a service?

- A.
- Check filter pad material for holes or deterioration. The pads will deteriorate over time and lose their water absorption ability. Replace pads as required.
 - Clean the tank and internal surfaces.
 - Clean the filter pads and flush water.
 - With the filter pads in position, switch ON the power supply isolating switch and operate the unit.
 - Ensure the pump is operating, and visually check the pads for even water distribution.
 - Ensure the water inlet is operating correctly.
 - Ensure the water system is operating to the minimum and maximum water levels.
 - Check that the water supply pressure is sufficient to fill the tank within the allotted time.
 - Check the fan operates, and varies speed between the minimum and maximum setting on the Wall Control.
 - Check and lubricate all moving parts.
 - Clean Module Inlet Mesh and Brivis Icecap™ Mesh if installed.

Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Brivis Iceberg™ Coolers.

Q. Why does the unit dump water periodically during operation?

- A. Brivis Iceberg™ coolers use the "Running Refresh" method for tank water quality control. This "Running Refresh" ensures that the salt or sediments accumulating in the cooler do not exceed an acceptable level by periodically flushing the tank while the cooler is operating.

Q. The air smells a little different. Why?

- A. New Cooling pads can give off a mild odour while they are settling in. This is quite normal, it will dissipate quickly as the new pad is constantly flushed during use. It may also be indicating that the unit requires a service.

Q. How much water does my evaporative cooler use?

- A. The amount of water an evaporative cooler uses is dependant on the evaporation rate of the coolers pads.

The more water the cooler can evaporate for a given condition and airflow, the more cooling potential the cooler has.

The evaporation rate varies depending on the current weather conditions, the size of the cooler, the speed of the coolers fan or the velocity of the air through the pads, and the condition and type of the filter pad material.

In addition to the cooler evaporating water, water is also displaced to maintain the water quality within the cooler so that the coolers pads and other components do not deteriorate prematurely.

Q. How much water does the tank of my cooler hold?

- | | |
|---------------------|-------------------------------|
| A. Model | Tank Capacity (litres) |
| Brivis Iceberg™ XQ4 | 12 |

Q. Can I run the system when I am not home?

- A. Evaporative cooling relies on doors and/or windows being open so you can run it when you are not home, provided you have the required ventilation openings.

Frequently Asked Questions (cont'd)

Q. *How many doors and windows should I have open?*

A. Refer to the section on openings required. The table gives a guide to the amount of opening area required in m², and also gives suggestions on how to provide this.

Q. *Why is there condensation and moisture on my tiles?*

A. Make sure the vents are directed across the room and not towards the floor. Make sure sufficient doors and windows are open. Refer to the section on openings required. If it is a humid day operate the system in "FAN ONLY" mode.

Q. *There is no air coming out of some of the vents*

A. It is highly probable that this is an installation issue. Please contact your installer in the first instance

Q. *What does duct cleaning entail?*

A. Like any other part of your home dirt, dust and other foreign particles can accumulate and breed in the ductwork and on system diffusers.

- Remove dust from your cooling system
- Kill any potential dust mites living & breeding throughout your cooling system
- Remove odours from your cooling system
- Helps improve indoor air quality
- Allergy sufferers may benefit from clean ducts
- Clean the Cooler fan and assembly
- Clean the Supply air diffusers.

Q. *Can I run heating through the same ductwork as my evaporative cooler?*

A. No, the differing technology between ducted heating and evaporative cooling doesn't allow the units to share the same ductwork. Also, evaporative cooling requires larger ductwork for airflow.

Q. *How cool is cool?*

A. The degree of cooling available from any type of air conditioning, is dependent on the outside weather conditions. Your Evaporative Cooler works best on hot, dry days. After all, that's when you require the most relief.

Q. *Should the unit have its own circuit in the meter box?*

A. Yes, we recommend the power socket is wired back to the meter box on a dedicated power circuit.

Q. *Should water be coming out of my evaporative cooler during operation?*

A. Brivis Iceberg™ will complete a flush service once every eight hours of operation maximum. This means you may hear and/or see the unit discharge water from the primary drain pipe.

Q. *There is water coming out of the secondary drain?*

A. There is a secondary drain (Ø40 mm) which is terminated to provide you with clear visibility of water discharging. If you see water discharging from this drain call Brivis.

Q. *I have turned the unit off and it continues to run for a short period?*

A. This is normal operation; the water is turned off and a dry cycle is commenced on shut down.

Q. *What will happen to the unit if it loses power during operation?*

A. The unit will stop working and when power returns water will discharge and the wall control will remain in the "OFF" state.

Terms of Warranty – Australia and New Zealand

Brivis Climate Systems Pty. Ltd. ABN 64 096 079 088, AU24752 61 Malcolm Rd, Braeside, VIC 3195.

1. Definitions

The terms listed below shall have the following meanings:

1. **“Authorised Service Representative”** means an independent service contractor authorised by Brivis or Brivis service personnel.
2. **“Brivis”** means Brivis Climate Systems Pty Ltd ABN 64 096 079 088 and any related company.
3. **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel including plumbers, refrigeration mechanics, electricians or other relevant trades people to certify that any prescribed works comply with applicable regulatory requirements.
4. **“Certificate(s) of Occupancy”** means certificate(s) issued by the local council which certifies that a home can be occupied.
5. **“Installation Site”** means the site at which the Product is originally installed.
6. **“Normal Business Hours”** means 8:30am to 5:00pm week days excluding public holidays.
7. **“Operating Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
8. **“Other Applications”** means any Product used for non-Residential and Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery) and any Product which has been installed, for whatever purpose as a retrofit component to an existing system.
9. **“Purchaser”** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
10. **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
11. **“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
12. **“Qualified Installer”** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant Australian Standards, and to Brivis specification.
13. **“Residential & Light Commercial Applications”** means any Product for use in both residential and light commercial applications. For example, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, retail stores where the Product is solely used for purpose of human comfort under standard operating conditions.

2. Terms of Warranty

- 2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials and factory workmanship for the period set out in the table below:

	PRODUCT GROUP	PARTS	LABOUR
Residential & Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 YEARS	5 YEARS
	Ducted Gas Heaters - Compact Classic Series	3 YEARS	3 YEARS
	Refrigerated Airconditioning Products	5 YEARS	5 YEARS
	Ducted Gas Heaters - Heat Exchangers & Burners Evaporative Coolers - Structural components only	10 YEARS	N/A
Other Applications	All Product Groups	1 YEAR	1 YEAR
Aftermarket	Spare Parts	1 YEAR	N/A
Must be read in conjunction with product specific manuals			

- 2.2 Brivis will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.
- 2.4 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by Brivis (e.g. Operating Instructions) and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants.

3 Conditions of Warranty

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
 - a) maintains and services the Product in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
 - b) complies with clause 7 below (titled "Purchaser's Responsibilities");
 - c) notifies Brivis within 30 days of a defect developing, that a claim is being made under this Warranty; and
 - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document represents the only Warranty given by Brivis and no other person or organisation is authorised by Brivis to offer any alternative.

4 Exclusions

- 4.1 This Warranty does NOT cover:
 - a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
 - b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from a Qualified Installer and present it to the Authorised Service Representative;
 - c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;
 - d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
 - e) damage, problems or failure caused by weather including, but not limited to, hail, salt or other corrosive substances;
 - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat;
 - g) Product which is being re-installed at a location other than the original site;
 - h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
 - i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
 - j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
 - k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;
 - l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
 - m) fair wear and tear to the Product.

5 Limitations

- 5.1 Product fitness for purpose and overall system design, sizing and application are not the responsibility of Brivis. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia or New Zealand.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all of the warranties and all liabilities of Brivis for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Product or any of its parts and servicing the Product, are expressly excluded.

6 Travel, Transport & Access Costs

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 100km or more from the nearest Brivis branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Brivis will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 100km from the nearest Brivis branch or Authorised Service Representative. In this circumstance:
- a) Brivis will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
 - b) if Brivis considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Brivis of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Brivis, Brivis will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- a) making the Product accessible for service. For example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;
 - b) providing a safe working environment for installation, service, maintenance or repair of the product;
 - c) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
 - d) any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

7 Purchaser's Responsibilities

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
- a) regularly cleaning the air filter(s) and replacing them where necessary;
 - b) replacing expired batteries or other consumables as required;
 - c) ensuring that the condensate drain is kept clean and clear of obstructions;
 - d) ensuring that outdoor units have unrestricted airflow and adequate clearances;
 - e) ensuring that additional corrosion protection is applied to the Product if it is installed in a corrosive environment, for example, close to the sea.

8 Statutory Rights

- 8.1 The benefits given by this Warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranty relates.
- 8.2 Australian purchasers have their benefit of statutory rights and nothing in these terms of Warranty has the effect of excluding, restricting or modifying those rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or 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.
- 8.3 For New Zealand purchasers nothing in these terms of Warranty is intended to limit the rights you may have under the Consumer Guarantees Act 1993. The Consumer Guarantees Act 1993 does not apply if the Product is acquired for the purpose of a "business" (as defined in the Act).

For Australian Warranty Claims call 1300 Brivis (1300 274847) or send to Brivis Warranty Claims 61 Malcolm Road, Braeside VIC 3195. For New Zealand Warranty Service call 0800 WARMAIR (0800 9276 247) - Brivis only. The PURCHASER WILL BE CHARGED for work done or a service call(s) if:-

the problem is not covered by these Terms of Warranty; there is nothing wrong with the product (e.g. instructing Purchaser on the operation of the Product and/or controls); or if the Purchaser is unable to provide Proof of Purchase validating that the Product is within the Warranty period. We recommend that you read the operating instructions, and in particular the troubleshooting section of the Operating Instructions, before you make a Warranty service call. Proof of Purchase must be presented.

Effective 1st October 2013

Notes

Notes



For all your Sales and Service enquiries call us on **1300 BRIVIS** (1300 274 847).

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