

Manufacturers Warranty



Congratulations on your purchase of an Altus appliance.

First things first - have you registered for the extra 1 year of warranty from Altus to take the warranty out to 3 years? If not, go to www.altusappliances.com.au/warranty and follow the instructions.

Secondly, it is important that you know Altus goods come with a guarantee that cannot be excluded under the Australian Consumer Law or the New Zealand Consumers Guarantee Act, the Sale of Goods Act and the Fair Trading Act. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the Australian Consumer Law or the New Zealand Consumers Guarantee Act.

This Altus warranty is in addition to any other rights you may have under Australian Consumer Laws or the New Zealand Consumers Guarantee Act. To put it simply Altus will repair or replace any part that becomes defective during the warranty period of 24 months (or 36 months if you register) after the original purchase of a new Altus appliance at no extra charge to you. For clarity that means second hand Altus appliances are not covered by this warranty, and if an Altus appliance is replaced the warranty period does not start over again. Naturally there are a few other conditions:

1. You need to show proof of purchase (typically your receipt) so don't throw it away - if you register your warranty that will include a record of your receipt to make life easier.
2. Altus covers reasonable travel and transportation costs to inspect and repair your appliance at your home, but if you live more than 30km from an Altus service technician then we may require you to arrange and pay for safe transportation to our closest service technician.
3. If we replace an appliance or a part, then that appliance or part becomes Altus' property.
4. Altus may choose to use refurbished parts or supply a refurbished replacement (with similar specifications) at its sole discretion.
5. Consumable parts (such as filters, light globes and batteries) are excluded, and accessories (such as ice tray, crisper shelves, control knobs and buttons) have a limited 12 month warranty and are excluded from the warranty extension by registration.
6. Altus appliances are designed for normal domestic use so other uses are excluded. For clarity commercial uses where the appliance duty cycle exceeds domestic use are excluded.
7. If you incorrectly install, misuse, damage, neglect to maintain or clean your Altus appliance, then damage caused by this is excluded.
8. Damage caused by normal wear and tear, vermin or insect infestation, or power surges, electrical storms or incorrect power supplies are also excluded.
9. If the Altus appliance has been repaired or modified by someone not authorised by Altus, or if the serial number has been removed or defaced, then the warranty is excluded.

If you have a problem you can contact Altus at:

Altus, 55 Blanck Street, Ormeau, Queensland 4208, telephone 1300 125 887 (Australia) / 0800 374 661 (New Zealand), or email altus.care@altusappliances.com.au

Make sure you have your Altus model number, serial number and proof of purchase with you before contacting us.