



Warranty Labour Hour Limits

Note: Overtime rates are not paid for after-hours work

| Action Taken | Maximum Hours |
|--|---------------|
| General | |
| Accessing Unit and Making Good After | 1.00 |
| Initial Diagnosis | 1.00 |
| Refrigeration System | |
| System open/close. Allows for the preparation to replace any item in the system. Includes for refrigerant recovery, evacuation, re-charging and leak check (or Outdoor unit changeover). | 4.00 |
| Compressor changeover | 2.00 |
| Refrigerant Leak | 1.00 |
| Reversing Valve changeover | 1.00 |
| TX Valve/Accurator/EEV/Check Valve changeover | 1.00 |
| Electrical & Mechanical System | |
| Ducted/Cassette Indoor Fan Motor changeover | 3.00 |
| Hi-wall Indoor Fan Motor changeover | 1.00 |
| Outdoor Fan Motor changeover | 1.50 |
| Contactors/De-Ice/OUC/Timer | 1.00 |
| Controller/Thermostat/PCB changeover | 1.50 |
| Travelling Time | |
| To and from Site (Total) | 2.00 |
| To and from t/zone factory or 2nd Site Visit (Total) | 2.00 |
| Vehicle Expense (mileage) | |
| Limited to 70 km total per claim | \$1.04/km |
| Labour Rates | |
| Acceptable Direct Labour Cost/Hour | \$90.00 |
| Note: Overtime rates are not accepted for after hours work | |

Refrigeration example:

Total TX Valve change time = Open/close 4 hrs + TX Valve change 1 hr = 5 hrs

Exceptions:

Any exemptions to, or items not covered in the above table must be submitted for prior approval to Temperzone Customer Services (ph. 0800-TZWARRANTY or email customerservices@temperzone.com)