Warranty statement & terms and conditions

STRATO air conditioners | Fiji | Version 1.0 | Issued 8 October 2026

This document explains the STRATO express warranty provided by **Altitude**, the conditions for coverage, the maintenance required and how to request assistance. Read it with the instructions for your exact model and retain it with your purchase and service records.

1. Warranty provider and application

Altitude provides this express warranty for new STRATO air conditioners supplied through Altitude or its authorised sales channels in Fiji. Coverage applies to the identified equipment and verified defects within the periods below. It is not insurance against every cause of failure or a promise that the equipment will require no maintenance.

2. Warranty periods - from the date of purchase

Coverage	Period and included work
Compressor	**5 years.** For an accepted compressor defect, complete replacement includes the compressor, replacement labour, refrigerant recovery and recharge, necessary replacement materials, leak testing, evacuation and recommissioning.
Electrical components, including PCB	**1 year.** Repair or replacement of a verified defective factory electrical component. This includes the factory PCB, electrical controls, sensors and fan motors. Labour is not included.

The five-year period applies to the compressor, not the entire air conditioner. The periods run from the purchase date shown on the invoice or other accepted proof of purchase. Repair or replacement does not restart the original express warranty period, unless a separate written warranty or applicable law provides otherwise.

3. Labour and other components

Labour is excluded from this express warranty **except for complete replacement of a compressor accepted under the five-year compressor warranty**. Labour for electrical diagnosis, PCB replacement or other electrical repairs is therefore chargeable, with the scope and price agreed before work begins.

This statement does not give a separate fixed express warranty period for non-electrical items such as coils, cabinets, drain components, air filters, piping or separately supplied accessories. Any additional written product warranty and applicable consumer rights remain available. Contact Altitude for assessment of a fault in these items.

4. Your consumer rights

This express warranty is additional to rights and remedies available under applicable Fiji law. Nothing in this document excludes, restricts or modifies rights that cannot lawfully be excluded, restricted or modified. An express warranty exclusion or expiry does not automatically remove those rights.

Correct installation

Installation faults can damage the PCB, compressor and other components.

5. What correct installation means

Installation and commissioning must be completed by Altitude or a suitably qualified air-conditioning technician, with electrical work performed by a suitably qualified person. Follow the exact model installation manual and applicable local requirements. Correct installation includes all of the following:

• **Correct power and protection:** confirm the supply voltage, frequency and phase; size the cables and protective devices to the model requirements; provide suitable isolation and effective earthing. Avoid loose connections, incorrect polarity and overloaded shared circuits.

• **Correct wiring:** match indoor and outdoor terminals, use the specified interconnecting cable, tighten connections, secure cable entries and protect wiring from moisture, abrasion and heat. Do not modify or bypass protective devices.

• **Matched equipment:** use approved indoor and outdoor combinations and controllers. Equal capacity alone does not confirm compatibility.

• **Sound refrigerant work:** use the specified pipe diameters, insulation, refrigerant and charge; stay within permitted pipe lengths and height differences; leak-test and evacuate correctly. Do not mix refrigerants or leave moisture, air or debris in the system.

• **Proper mounting and location:** secure the units, provide required airflow and service clearances, prevent recirculation, and choose a location suitable for the model and environmental exposure.

• **Working drainage:** provide correct drain fall or suitable pumping, insulation where required, and test for leakage and overflow. Keep water away from electrical parts.

• **PCB protection intact:** refit all factory covers, seals, gaskets and protective barriers; secure access panels and cable entries. Do not leave the electrical compartment open or alter the factory pest-protection arrangement.

• **Complete commissioning:** check operation, electrical readings, cooling, airflow, condensate drainage, abnormal noise and error codes; record the results and explain controls and cleaning to the customer.

6. Electrical and PCB failures

A PCB failure is not automatically a manufacturing defect. Altitude will assess the cause. Failures caused by incorrect supply or wiring, loose terminals, ineffective earthing, unsuitable protection, water entry, installation damage or a disturbed protective enclosure are excluded to the extent that those conditions caused or contributed to the failure.

An installation-related problem does not automatically invalidate every part of the warranty. Unrelated manufacturing defects remain subject to assessment. Where the installer caused the fault, the customer should also refer the matter to that installer.

7. Installation and identification records

Retain the installer's details, installation and commissioning date, commissioning report and both indoor and outdoor model and serial numbers. Keep labels readable. Where a label or record is missing, provide alternative evidence so Altitude can identify the equipment and assess the claim.

Servicing & protection

Routine service every 3 months. Strip cleaning every 6 months.

8. Required maintenance schedule

When	What is required
Every 3 months	Professional routine service by Altitude or a suitably qualified technician: inspect and clean filters and accessible coils as needed; check drainage, blower and airflow, electrical connections, visible leaks, operating condition and error codes.
Every 6 months	Professional strip clean: safely isolate and dismantle accessible indoor components as permitted by the model instructions; thoroughly clean the evaporator coil, blower wheel, drain tray and drainage; reassemble correctly, test and record the work. Inspect and clean the outdoor unit as appropriate.

At months 6, 12 and each subsequent six-month interval, the strip clean may satisfy that quarter's routine service if the technician also completes and records the routine checks. Do not open the sealed refrigerant circuit solely for strip cleaning. Additional cleaning may be needed in dusty, coastal or heavily used conditions.

9. Customer care between services

• Inspect filters regularly and clean them as the model manual directs; do not wait for the quarterly service if they are dirty. Keep air inlets and outlets clear.

• Keep the outdoor unit clear of vegetation, rubbish and airflow obstructions. Arrange appropriate cleaning where salt or dirt accumulates.

• Do not spray water into electrical compartments, use a pressure washer on the unit or apply corrosive cleaning chemicals. Use cleaning methods suitable for the coil coating and the model.

• Report water leaks, unusual noise, repeated tripping, burning smells or loss of cooling promptly. Stop using the equipment where continued operation could be unsafe or worsen damage.

10. Maintenance evidence and related failures

Keep dated service invoices or reports showing the unit identification, technician or company, work performed and findings. Failures caused or worsened by blocked filters, fouled coils, blocked drains, neglected maintenance or incorrect cleaning are excluded from this express warranty to the extent that the neglect caused the failure. Missing records will be considered with other evidence; they do not automatically remove unrelated defect cover or statutory rights.

11. Purple Fin coil protection

Purple Fin provides additional corrosion protection on applicable models. It does not make the coil corrosion-proof or eliminate maintenance. Salt deposits, harsh chemicals and unsuitable cleaning may damage the coating and coil. Coastal installation alone does not automatically exclude a claim; Altitude will assess the actual cause, model suitability, exposure and care of the equipment.

12. PCB pest protection

Factory PCB protection on applicable models helps reduce damage from geckos and similar pests. It does not guarantee protection against every pest entry or failure. Maintain the factory barriers and secured covers. Pest-related damage is assessed on its cause, the condition of the protective arrangement and any product defect; it is not automatically accepted or rejected solely because a pest was present.

Exclusions & service work

Faults are assessed on evidence and the cause of the failure.

13. What this express warranty does not cover

Subject to your consumer rights, the following are excluded where they caused or contributed to the claimed failure:

• Incorrect installation, poor commissioning, unsuitable unit combinations, incorrect refrigerant, contaminated pipework or operation outside the published model limits.

• Misuse, deliberate damage, accidental impact, improper storage or handling, or damage during transportation. Responsibility for damage before delivery to the customer must be assessed separately.

• Power surges, lightning, abnormal voltage, fire, flooding, cyclones or other external events.

• Unauthorised modifications, bypassed protection, unsuitable repairs, or non-approved parts that caused the fault. Qualified servicing alone does not invalidate the warranty.

• Water entry, pest damage, chemical exposure or corrosion attributable to unsuitable conditions, compromised protection or improper maintenance, subject to the assessment described in Sections 11 and 12.

• Continued operation after a fault where that continued use caused additional damage.

14. Maintenance, consumables and performance concerns

Routine servicing, cleaning, filter replacement through normal use, normal wear, cosmetic ageing and changes in appearance are not manufacturing defects. Refrigerant top-ups are not routine warranty benefits; refrigerant required for an accepted complete compressor replacement is included under Section 2. Other refrigerant loss must be assessed on its cause and applicable rights.

Comfort, running costs, cooling capacity and noise depend on correct sizing, installation, use and building conditions. A concern caused by poor sizing, obstructed airflow, open doors, excessive heat load or unsuitable settings is not automatically a product defect. Altitude will still assess whether the equipment meets its published specifications and supplied description.

15. Inspection, authorisation and chargeable work

Contact Altitude before commissioning third-party warranty repairs or removing the equipment, except where urgent safety action or applicable law requires otherwise. Altitude must have a reasonable opportunity to inspect the fault. Retain any failed component and relevant evidence where safe and practicable.

If an inspection finds no covered product defect, diagnosis and other non-warranty work may be chargeable. Altitude will explain applicable charges and obtain agreement before chargeable work proceeds. Unapproved third-party charges are not automatically reimbursed. These conditions do not override any remedy required by law.

16. Access, relocation and changes of ownership

Provide safe and reasonable access to the equipment. Disconnecting, relocating or reinstalling a system must be performed correctly by a qualified technician, with updated commissioning records. Faults caused by relocation or reinstallation are excluded to the extent they caused the failure; relocation does not restart the warranty period.

A new owner should retain proof of the original purchase and the equipment's identification and service history, and contact Altitude to update the owner details. Any assessment uses the original purchase date and remaining applicable coverage.

17. Repairs, parts and remedies

Altitude will explain the proposed remedy following assessment. Repair or replacement parts must be suitable and compatible. The express warranty does not promise an automatic new complete system for every fault. Where applicable law requires a different remedy, including replacement or refund, that remedy remains available.

How to make a claim

Keep this page with your purchase invoice and service records.

18. Contact Altitude promptly

Contact Altitude or the authorised seller and describe the problem. If the unit presents an electrical or other safety concern, switch it off safely and obtain assistance. Do not repeatedly reset a tripping circuit or continue operating a unit with a burning smell.

19. Information to supply

• Customer name, contact details, installation address and safe access arrangements.

• Purchase invoice or other accepted proof of purchase showing the purchase date and seller.

• Indoor and outdoor model numbers and serial numbers, with clear photographs of the identification labels where available.

• Installation date, installer details and commissioning information.

• Date the fault was first noticed, symptoms, displayed error codes and photographs or video where helpful.

• Available quarterly service and six-monthly strip-clean records; details of earlier repairs, relocation or alterations.

If a document is missing, advise Altitude and provide the information available. Alternative evidence may be considered. Do not dismantle electrical components or carry out unsafe tests to gather evidence.

20. Assessment and outcome

Altitude will review the information, arrange or authorise appropriate inspection and determine whether a covered defect exists. The customer will be advised of the findings, covered work and any separately chargeable work before that work proceeds. If a claim is declined, request the reason and supporting findings in writing. If you disagree, ask Altitude to review the decision and supply any additional evidence.

21. Registration and support

Register your STRATO unit through the warranty registration facility at **www.strato.com.fj**, or contact Altitude for assistance. Registration helps identify the equipment and maintain support records. This policy does not impose a registration deadline that automatically cancels cover.

Warranty provider: Altitude
Lot 3, Motorex Complex, Nadi Back Road, Nadi, Fiji
STRATO website: **www.strato.com.fj**
Altitude website: **www.altitudefiji.com**
Warranty enquiries may be lodged with Altitude or the authorised seller shown on your invoice.

22. Your record checklist

Keep together	Record / document
Product	Indoor and outdoor model and serial numbers
Purchase	Invoice, purchase date and seller
Installation	Installer, installation date and commissioning report
Every 3 months	Routine service report and findings
Every 6 months	Strip-clean report and routine checks
If a fault occurs	Fault details, error codes, inspection and repair records