



Dear Customer,

To assist us with after sales service of your appliance, we recommend registering the warranty for your appliance. By registering your warranty details with us, we are able to offer faster, more efficient service should you require it.

The most efficient way to register your warranty is via our website at www.andico.com.au. Alternatively should you prefer to phone us please do not hesitate to contact our Customer Service Desk on 1800 685 899 to register your warranty.

For future reference please print or save a copy of this warranty statement and store in a safe place, along with proof of purchase documents. Should you require service under warranty, this information may be required.

Effective from October 2025

Andi-Co Australia



ANDI-CO AUSTRALIA PTY LTD WARRANTY FOR FALCON APPLIANCES - 5 YEAR WARRANTY

1. Andi-Co Australia Pty Ltd guarantees the equipment against defective material or faulty manufacture when used for domestic purposes for a period of FIVE (5) years from the date of delivery from an authorised Andi-Co Australia Pty. Ltd. dealer by the original Purchaser. All FALCON cooking appliances must be installed by a qualified electrician or plumber where applicable. Failure to produce documentary proof of approved installation may negate the FIVE (5) year warranty.

2. This warranty applies to and is provided for the benefit of the original purchaser of the equipment, and any subsequent owner of the equipment, during the Warranty Period (in each case, Customer), but does not apply to, and is not provided for the benefit of, any Customer who acquires the equipment via any third-party auction website or unauthorised reseller.

3. If the Customer registers the warranty at www.andico.com.au, it acknowledges that Andi-Co Australia Pty. Ltd. may use the purchaser's information for direct marketing purposes.

4. To the extent permitted by law, where the appliance, the subject of a warranty claim, is used or installed outside the capital city metropolitan area or the normal service area of an Authorised Service Agent or Andi-Co Australia Service Centre, the cost of delivery to the nearest Service Division or Authorised Service Agent shall be for the account of the Purchaser.

5. Risk in regard to appliances to be repaired shall at all times remain with the Purchaser.

6. To claim under this warranty for cosmetic damage such as aesthetic dents, scratches, blemishes etc, either internally or externally, a customer must submit the claim in writing within 14 days of the delivery date to be considered.

7. This warranty is given on the condition that the appliance to which it applies is used for the purpose and in the manner intended by its construction and for no other purposes whatsoever.

8. Andi-Co Australia Pty. Ltd. shall not be responsible under this warranty for damage of any kind resulting from incorrect installation, any failure to install the equipment in accordance with the manufacturer's installation guide, improper use of controls or failure to use the appliance in accordance with the operating instructions and from general misuse or abuse.

9. Andi-Co Australia Pty Ltd shall not be responsible for damage of any kind resulting from but not limited to; accidents, power surges, electrical storm damage, incorrect power and / or gas supply, infestation (vermin or insect), incorrect installation, electricity or plumbing installation, improper use of controls or failure to use the appliance in accordance with the operating instructions and from general misuse or abuse.

10. Any attempt by an unauthorised person to repair or tamper with the equipment shall render the warranty null and void.

11. This warranty, and the prohibition under clause 7), does not apply to consumables such as filters, light globes, batteries or similar replaceable consumables, nor does it apply to damage to or shelves, door seals, trivets/pan support.

12. This warranty is given on condition that the Purchaser takes all reasonable precautions in preserving the equipment and

ensures the same is kept and maintained in good working order and condition. Any failure to install the equipment in accordance with the manufacturer's installation guide voids this warranty.

13. This warranty shall be available only to a Customer where the appliance has been retained for use in the country of purchase.

14. Failure to produce documentary proof of the date of original acquisition/age of product will result in a charge being levied for work done, labour and parts supplied. Likewise a charge will be made for any calls following warranty claim where no fault is found with the appliance

15. To the extent permitted by law, Andi-Co Australia Pty Ltd's liability under this warranty is limited to the replacement and/or repair of the defective parts within the warranty period and does not extend to installation or removal of the appliance. Where equipment or products are integrated or built in, and warranty work is to be undertaken on site, it is the Customer's responsibility to ensure the work can be carried out safely and with sufficient access to the equipment or product. To the maximum extent permitted at law, Andi-Co Australia Pty. Ltd. is not liable or responsible for the removal/reinstatement of cabinetry or any other items hindering access to the equipment or product, or for damage to, or the reinstatement of, such cabinetry or items.

16. To make a claim under this warranty, a Customer must: (a) contact Andi-Co Australia Pty. Ltd. using the contact details in this warranty; (b) provide Andi-Co Pty. Ltd. with such reasonable evidence as may be requested to demonstrate the equipment is within the Warranty Period; and (c) comply with Andi-Co Australia Pty. Ltd.'s reasonable requests to transport the equipment to an authorised service agent (if applicable). Andi-Co Australia Pty. Ltd. reserves the right to inspect and test the equipment or product for the purposes of determining the extent of any defect and the validity of any claim. If inspection, testing or warranty works are required to be undertaken at the premises of Andi-Co Australia Pty. Ltd. or its authorised service agent, the cost to transport the equipment or product to and from those premises is: (a) at Andi-Co Australia Pty. Ltd.'s cost if the warranty claim is established and accepted; and (b) at the Customer's cost if the warranty claim is not established and is rejected.

17. 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 for 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. The benefits given to you by this warranty are in addition to your other rights and remedies under a law in relation to the goods or services to which the warranty relates.

18. This warranty is given by Andi-Co Australia Pty Ltd, 1 Stamford Road Oakleigh, Victoria 3166. To obtain a remedy under the warranty the purchaser must contact Andi-Co Australia Pty Ltd on 1800 685 899 or email service@andico.com.au.

19. Andi-Co Australia Pty Ltd reserves the right to change specifications of products, parts and material without notification.

