



Coolabah Product Warranty

Version Date: August 2025

1. General

- (a) This is a limited warranty (**Warranty**) for the following **Products** manufactured by Coolabah Air Pty Ltd ACN 676 133 476 (**Coolabah, we, us or our**):

Product	Warranty Period
All lithium batteries (5kwh rear wall, 5kwh slim line, 6kwh toolbox)	4 years
4 & 6.5kwh rear wall lithium batteries	3 years
<ul style="list-style-type: none">Joey, Koala, and Kookaburra branded condenser/compressor unitsAll Evaporators (excluding Dingo branded evaporators)All Chargers	2 years
<ul style="list-style-type: none">AGM BatteriesDingo branded condenser/compressorDingo branded evaporator	1 year

- (b) The benefits provided to you under this Warranty are in addition to other rights and remedies available to consumers under the Australian Consumer Law.
- (c) Where applicable, this is the Warranty referred to in the terms applicable to your purchase from Coolabah (**Terms**).
- (d) When placing an order for a Product, please use the chassis number of the truck as your reference number for easy access to Warranty information, and ensure you are completing the online installation checklist, which is available via a QR code that comes with every Product.

2. Warranty offered by Coolabah

- (a) Coolabah warrants that each Product will be free from defects that arise within the Warranty Period for that Product. The Warranty Period starts from the date of original purchase from Coolabah or its authorised resellers.
- (b) The Warranty is transferrable with the vehicle the Product was originally fitted to (that is, if the vehicle is sold with a Product fitted), the Warranty will transfer to the purchase of the vehicle).
- (c) This Warranty has no application to products or accessories of the Product that are not manufactured by Coolabah.

3. What is the scope of the Warranty?

The Warranty applies to authorised Products manufactured by Coolabah. Products purchased at a discount with noted defects are exempt from warranty coverage. The following are also exclusions to the Warranty:

- (a) where there have been evasive inspections, alterations, modifications, reinstallation, tampering, attempted repair or any other changes made independently and without Coolabah's consent;
- (b) damage due to circumstances outside of Coolabah's control (for example, damage due to being dropped or mishandled by you or someone else, being involved in a motor vehicle accident, or resulting from natural causes);

- (c) Products that have been removed from the original vehicle fitted to;
- (d) fitment error including failure by you to follow our instructions or guidelines, including where the Product has not installed by a qualified installer or is not installed in accordance with the online installation checklist (which is provided via a QR code with each product);
- (e) Products that have been retrofitted with non-genuine Coolabah parts or modified Coolabah parts;
- (f) user error (for example, Batteries that are left flat for a period of 3-months or longer) including use of the Product that is not in accordance with any product manuals or user guides, or not in accordance with any other similar documents or information regarding proper use of the Product provided by us to you; and
- (g) fair wear and tear or anything otherwise resulting from normal aging.

4. How do I make a claim?

- (a) If you believe a Product is defective and covered by the Warranty, you must follow the process below to claim under the Warranty:
 - (i) First call David or Daniel on 02 9833 1911 for technical support.
 - (ii) If the issue cannot be fixed on site, you will then need to contact returns@coolabahdcac.com with the following details;
 - (A) shop name and location where you purchased the Product, or the name of the original buyer of the Product
 - (B) the chassis number OR invoice number
 - (C) Product name
 - (D) Product issue

Please note that a Warranty claim must have these details in order for us to assess the claim. We may also request that you provide further information required to assess your claim. We will not be able to assess your claim if you do not provide us with this information.

5. What happens after I make a claim?

- (a) We will liaise with you as soon as reasonably practicable and provide instructions to return the Product either to:
 - (i) We will respond to you as soon as reasonably practicable after receiving your claim. There may be circumstances in which we are able to determine whether or not to accept the Warranty claim without having the Product returned to us. If we determine that we will accept the Warranty claim, we will notify you of the remedy we can provide under the Warranty, which may be a replacement or repair. If we determine that we will not accept the Warranty claim, we will notify you that your claim has been refused, and the reasons why.
 - (ii) If we cannot determine whether to accept the Warranty claim without having the Product returned to us, we will provide you with instructions on how to return the Product to us for assessment, and shipping documentation will be sent to you.
 - (iii) Once you have packaged the Product, notify us of the dimensions of the package, and shipping will be organised and covered by Coolabah. You must ensure the package is available for collection when notified.
 - (iv) Once we receive the Product, we will conduct testing on the Product to assess (in our discretion) whether or not to accept the Warranty claim. If we determine that we will accept the Warranty claim, we will notify you of the remedy we can provide under the Warranty, which will be either a replacement or

repair. If we determine that we will not accept the Warranty claim, we will notify you that your claim has been refused, and the reasons why.

- (v) For a Warranty replacement, you will be sent a replacement item to your nominated Australian address. For a Warranty repair, we will notify you of the time required to repair the Product. Once repaired, the Product will then be sent back to you to your nominated Australian address with the original document, and a receipt of repair.
- (vi) All returned Products for which you receive a replacement will become our property upon providing you with the relevant replacement.
- (vii) If we determine that a Warranty claim is not valid (including with respect to technical support and site work provided under steps 1 and 2 above), you will be responsible for our reasonable costs in assessing your claim. Without limiting any of your statutory rights, if we determine that your claim is not valid under the Warranty, we will advise you of this and you may elect to proceed with a repair or replacement. If you elect to proceed with a repair or replacement in circumstances where we have determined your Warranty claim is not valid, then subject to any other rights you may have under Australian Consumer Law, you will be responsible for the costs of the repair or replacement.

6. What are our obligations if you make a valid claim?

Our obligations under the Warranty are limited to, at our election, the repair or replacement of the defective Product.

7. Australian Consumer Law

Notwithstanding this Warranty, 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. Limitation of liability

Subject to paragraph 7, this Warranty does not affect or override any limitations on Coolabah's liability that you have agreed with us as set out in the Terms.

For the avoidance of doubt, to the maximum extent permitted by law, we are not liable for consequential loss resulting from any breach of this Warranty, including but not limited to loss of revenue, loss of actual or anticipated profits, loss of business, loss of opportunity, loss of goodwill or loss of reputation.

9. Amendments to this Warranty

Coolabah may make changes to this document from time to time for future purchases of the Products. This version of the document is applicable as at the date that the Warranty Period starts for your purchased Products.

10. Contact

For more information on this Warranty, please contact our support team at:

Phone:	(02) 9833 1911
Email:	returns@coolabahdcac.com
Address:	Unit 11/28 Dunn Rd, Smeaton Grange, NSW 2567