Warranty Terms & Conditions for Gree Air Conditioners

Updated Nov 2026

IMPORTANT
Please keep this Warranty in a safe place.

To register your warranty
greeac.com.au

Warranty Terms and Conditions

greeac.com.au

Subject to the terms and conditions below, Beijer Ref will authorise, free of charge repair of your Gree Air Conditioner or Heat Pump if the fault is due to a manufacturing or materials defect.

This Warranty Covers:

The original Product against defects and labour from the date of purchase by the Owner, for the period below

Type	Series	Years Warranty	
		Parts	Labour
Portable	GPH Series	2	2
Window - wall	GJH Series	2 (6*)	2 (6*)
Hi-Wall	GWH Series	6	6
Console	GEH Series	6	6
Multi Head	GWHD Series	6	6
Ducted	GFH-GUD-FGR Series	6	6
Cassette	GKH-GUD Series	6	6
Air Curtains	FM Series	2	2
Energy Recovery	FHBQ Series	2	2
Hot Water Heat Pumps Hot Water System Pool Heat Pump	GRS Series	5 6 3	5 6 3
Multi Variable GMV-ND716/B4B-T GMV-160WL/B-T(A) GMV-ND28G/B4B-T GMV-ND36G/B4B-T GMV-ND50G/B4B-T	GMV Mini	5	5
Multi Variable	GMV	2	2
Water Chillers	A & D Series	2	2

*Residential use only

I. Replacement of parts provided under warranty for the remaining period of the warranty for the original Product purchased.

II. Product purchased (from Beijer Ref Australia, Kirby HVAC&R Pty Ltd (T/A Kirby) ACD Trade or an Authorised Agent) and operated within Australia and its territories.

III. Repairs to be carried out within normal business hours, Monday to Friday, by an Authorised Repairer.

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This Warranty Does Not Cover:

I. Consumables and accessories (e.g. remote controls, air filters, batteries) unless found to be defective at time of purchase of Product.
II. Cosmetic or physical damage.
III. Defects caused by incorrect voltage, or Products operated outside published maximum ratings.
IV. Defects caused by fire, misuse, negligence, alterations, acts of God, normal weathering/wear and tear, corrosive atmospheric conditions, vermin or foreign matter entering the Product.
V. Issues arising from faulty or incorrect installation, of both the original Product and/or any consumable/ accessories.
VI. Additional labour or costs to gain access to Product installed in restricted, high or unsafe locations.
VII. Travel/transport costs incurred by the Authorised Repairer if the Product is located more than 20km from the location of the nearest Beijer Ref, Kirby or ACD Trade branch or Authorised Agent/Repairer.
VIII. Cost of transporting faulty Product back to a Beijer Ref, Kirby or ACD Trade branch or Authorised Agent/ Repairer.

Warranty is Void if:

I. The unit is not installed by a suitably qualified trades person. Exception for window wall and portable air conditioners.
II. Regular maintenance is not carried out at intervals not exceeding 12 months by a suitably qualified trades person.
III. Product case is opened or repairs are made to the Product by persons not authorised to do so by Beijer Ref.
IV. Product is damaged by the use of accessories or consumables not supplied by Beijer Ref or an Authorised Agent, or the incorrect installation of consumables.
V. Product is damaged due to failure to check and clear obstructions including air filters, vents, coils and drainage pipes.
VI. Product is installed in a moveable dwelling (e.g. boat, caravan or portable building)
VII. Product is used for purposes other than cooling and heating of air for the physical comfort of humans.
VIII. The serial number of the Product is removed or illegible.
IX. Product is damaged or fails to function correctly by use of exhausted, leaking or used batteries.
X. Re-installation at another location. Warranty covers original installation only.

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Owners Checklist:

Prior to requesting repairs under the conditions of warranty, it is advised that the Owners check the following to avoid incurring any unnecessary expense, should an issue be found to not relate to defective Product:

I. Power Supply: Check that power to the Product is switched on, and if possible check the power point by using another appliance. Also check your circuit breaker.

II. User Controls: Check that the user controls are correctly set.

III. Installation: Confirm that the installation of the Product was done correctly, and if necessary consult the installer.

IV. Obstruction: It is the owner's responsibility to check and clear any obstructions, such as dirty air filters, leaves, duct, foreign objects or blocked drainage pipes.

V. Batteries: Ensure that batteries are replaced.
Refer to the Owner's Manual for further information.

Please Complete and Keep with the Original Purchase Docket

Outdoor Unit Model #		Outdoor Serial #	
Indoor Unit Model #		Indoor Serial #	
Purchased From		Date Purchased	
Installed By		Date Installed	
License #		Owners Name	
Owners Address			

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In Australia (QLD, NSW, VIC, ACT, SA, TAS, NT, WA) our products come with guarantees that cannot be excluded under the Competition and Consumer Act 2010 and other similar State and Territory Laws. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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 failure does not amount to a major failure.

No Beijer Ref Australia, Kirby or ACD Trade employee, Authorised Agent, or Authorised Repairer has the authority to vary the terms and conditions of this warranty.

Products covered for warranty may be replaced with refurbished Products of the same type rather than be repaired, in order to limit the inconvenience to the Owner. Refurbished parts may be used to repair the Products.

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.

Use of the Products indicates your acceptance of these terms and conditions.

To Make A Warranty Claim:

In Australia, go to www.greeac.com.au, find Customer Support in the top header, select Warranty Information, then select Make a Warranty Claim.

When contacting Gree Australia for assistance, please ensure you provide your name and address, model number, serial number, date of purchase, name of installer and a complete description of the issue to enable us to assist you as promptly as possible

Please note, the Authorised Repairer attending on site will ask to see records of maintenance / service conducted on the product. Please ensure that you keep this information with this warranty card.

Important: This warranty applies to all goods sold by us on or after 1 January 2016 and replaces any previous warranties either written or oral in relation to such goods.

Call **1800 473 346** or email **warrantyau@greeac.com.au**

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