TRS Warranty Policy

Our Warranty

This policy outlines warranty coverage for parts, equipment and repairs supplied by TRS, and how to make a claim.

Important: This warranty is additional to any rights and remedies available under the Australian Consumer Law or other applicable law. Nothing in this policy limits rights that cannot lawfully be excluded. Consumer rights may continue after the stated warranty period expires.

Warranty Coverage

Spare parts

Parts are covered for manufacturing defects in materials and workmanship under normal use and service.

Parts supplied	Warranty from date of purchase
Thermo King parts	3 months Major components may have additional warranty
Thermaxx parts	12 months
Anteo parts	12 months
All other parts	3 months

Parts warranty: Covers the defective part only, not labour or incidental losses such as refrigerant or consumables.

New equipment

Your quotation sets out your equipment warranty period. The typical periods below are a guide only.

Equipment supplied	Typical warranty period
Thermo King — Asia Pacific produced	12 months
Thermo King — European and USA produced	24 months
Anteo equipment	4 years from date of purchase
Thermaxx truck bodies	5 years from date of purchase
Govi equipment	12 months from date of purchase
Van packages (Van, insulation and refrigeration system)	5 years from date of purchase
Citymaxx truck bodies	2 years
Chassis	As per standard OEM policy

Notes:

- Warranty periods start on the invoice date unless otherwise specified.
- Manufacturing defects are covered, along with installation defects where TRS carried out the installation.
- To maintain warranty coverage, regular servicing must follow OEM specifications and be carried out by TRS or its approved agents.

- Chassis warranty claims must be made through the applicable OEM dealership.

Repair workmanship

Repair workmanship is covered for three months from the repair date, for the same failure in the repaired component or repair only. Other components are not covered by that repair warranty.

Second-hand equipment

Second-hand equipment has a 3-month warranty unless otherwise specified.

Warranty Claims and Remedies

Report defects to TRS promptly and within the applicable warranty period to claim under this warranty. For valid claims, TRS will repair or replace defective parts at its discretion, subject to any remedy required by law.

How to make a claim

1. Contact the TRS branch that supplied your item or the warranty coordinator below. Describe the problem and when it started.
2. Provide proof of purchase or other purchase evidence, your quotation if available, and the part number, equipment serial number or vehicle registration. Include relevant photos or service records if available.
3. Contact TRS before transporting the item. We will confirm arrangements for inspection, repair or replacement at TRS premises during business hours.
4. Contact TRS before arranging third-party inspection, diagnosis or repairs to discuss authorisation and costs. Stop using the item if continued use may be unsafe or cause further damage and seek advice.

TRS will explain the assessment outcome, proposed remedy and next steps. If your claim is declined, we will explain why. Contact TRS to request a review if you disagree.

Warranty contact

Transport Refrigeration Services Pty Ltd (TRS)

Warranty coordinator

3 Distillers Place, Huntingwood NSW 2148

Telephone: (02) 8822 8100

Email: warranty@trsservice.com.au

Transport and third-party costs

You are responsible for transport to and from TRS premises under this warranty. Third-party inspection, diagnosis or repair costs are covered only if TRS agrees in writing or the law requires it.

This does not limit your right to recover costs under the Australian Consumer Law or other applicable law. To request reimbursement of an agreed or legally recoverable expense, provide TRS with receipts and details.

Exclusions

This warranty does not cover normal wear and tear, or defects or damage caused by:

- Misuse, neglect, accident or abuse.
- Improper installation by someone other than TRS.

- Unauthorised modifications, alterations or repairs.

Exclusions apply to the affected defect or damage and do not remove rights that cannot lawfully be excluded.

Australian Consumer Law

The benefits under this warranty are in addition to other rights and remedies under law in relation to the goods or services. Where the Australian Consumer Law applies:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled: to cancel your service contract with us; and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.