TRS Warranty Policy

Purpose & Commitment

This internal policy guides TRS staff in explaining warranty coverage for parts, equipment and repair workmanship, receiving and assessing claims, and communicating outcomes. TRS is committed to providing quality products and services.

Important: Staff must apply this warranty in addition to any rights and remedies available under the Australian Consumer Law or other applicable law. Do not apply this policy to limit rights that cannot lawfully be excluded. Consumer rights may continue after the stated warranty period expires.

Warranty Coverage

Spare parts

Parts are warranted against defects in materials and workmanship under normal use and service. This warranty covers manufacturing defects only.

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

Note: Warranty covers the defective part only. Labour and incidental losses, such as refrigerant or consumables, are not covered.

New equipment

Confirm the equipment warranty period stated in the customer's quotation. Use the periods below as a guide only; do not substitute a typical period for the agreed term.

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 begin on the invoice date unless otherwise specified
- This warranty covers manufacturing defects. Additionally, where the installation was carried out by TRS, installation defects are also covered.
- Regular servicing in line with OEM specifications must be carried out by TRS or its approved agents to maintain warranty coverage
- Warranty on chassis is redeemable from applicable OEM dealerships

Service

TRS warrants repair workmanship for three months from the repair date. This warranty applies only to the exact same failure in the component or repair; servicing or repairing one component does not guarantee all components.

Second-hand equipment

Unless otherwise specified, second-hand equipment is supplied with a 3-month warranty.

Warranty Claims and Remedies

When a defect is reported, record the report date and check whether the defect was reported within the applicable warranty period. Assess the issue and, if the claim is valid, arrange repair or replacement of the defective parts under this warranty, subject to any remedy required by law. Do not reject a claim solely because the stated warranty period has expired; follow the Australian Consumer Law and escalation guidance below.

Receiving and managing a claim

1. Receive the claim through the supplying TRS branch or warranty coordinator. Record the customer's description of the problem and when it first appeared.
2. Obtain proof of purchase or other purchase evidence, the quotation where available, and the part number, equipment serial number or vehicle registration. Request relevant photographs and service records where available.
3. Coordinate inspection, repair or replacement at TRS premises during business hours. Confirm the location and arrangements with the customer before the item is transported.
4. Discuss authorisation and costs before any third-party inspection, diagnosis or repair. Where continued use may be unsafe or cause further damage, advise the customer to stop using the affected item and seek advice.

Communicate the assessment outcome, proposed remedy and next steps to the customer. If a claim is declined, explain and record the reason. Refer disputed outcomes or requests for further review to management.

Warranty coordination contact

Transport Refrigeration Services Pty Ltd (TRS)

Warranty coordinator — internal point of contact for claim coordination.

3 Distillers Place, Huntingwood NSW 2148

Telephone: (02) 8822 8100

Email: warranty@trsservice.com.au

Transport and third-party costs

Explain that, under this warranty, customers are responsible for transporting goods or equipment to and from TRS premises. Before confirming responsibility for third-party inspection, diagnosis or repair costs, check whether TRS has agreed in writing to cover them or whether the law requires otherwise.

Do not apply these conditions to exclude any entitlement to recover costs under the Australian Consumer Law or other applicable law. For reimbursement requests, obtain receipts and expense details, check whether the expense was agreed or is legally recoverable, and escalate uncertain or disputed requests to management.

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

When assessing claims and explaining outcomes, apply the warranty benefits in addition to other rights and remedies under law in relation to the goods or services. Where the Australian Consumer Law applies, use the following statement when communicating these rights to customers:

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.

Staff Checklist and Escalation

- Check the purchase date, product, sourcing details where relevant, and the warranty stated in the customer's quotation. Do not substitute a typical equipment period for an agreed term.
- Record the reported defect, supporting documents, inspection findings, customer communications and agreed action.
- Explain return arrangements and any proposed charges before proceeding. Confirm any agreed third-party work or expense reimbursement in writing.
- Do not reject a claim solely because the stated warranty has expired. Consider any applicable consumer guarantees and escalate uncertain or disputed claims for management review, including uncertainty about the warranty commencement date, additional major-component coverage, servicing requirements or the appropriate claims pathway.