

Warranty Terms & Conditions

BDT means Black Diamond Technologies Limited.

What your Refrigeration Warranty does cover:

1. Repair, or at our discretion replacement, of any part which is found to be defective, for a full 5-year period from the date of sale*1. You must provide Proof of Purchase and your Warranty Card to obtain full benefits.
2. BDT also offers a full 5-year warranty on the compressor part only of your non-inverter refrigerator or freezer.
3. BDT also offers a full 10-year warranty on the compressor part only of your inverter refrigerator or freezer.

What your Refrigeration Warranty does not cover:

1. Service call outs to correct the installation of the appliance, instruction on use of the appliance, replace or check fuses, wiring or plumbing within the house, replacement of light bulbs, or adjustment of door alignment.
2. Repairs when the appliance is used in situations other than normal domestic use.
3. Normal maintenance of a refrigerator or freezer unit. This includes cleaning and / or clearing of obstructions, both inside and outside the product.
4. Damage caused by the use of an accessory not supplied by BDT.
5. Damage, fault or failure caused by the incorrect use or installation of the product or an accessory part.
6. Repair or replacement of accessory parts from normal wear and tear. Including but not limited to shelves or bottle pockets.
7. Replacement of doors from improper use of cleaning substances*2.
8. Product that is not bought in New Zealand or is relocated overseas.
9. Physical damage to the unit during transit after purchase of the product (i.e. out of the physical place of purchase).
10. Physical damage to the unit during transit to the store, unless reported immediately to BDT.
11. The relocation, or re-installation and set up of the product.
12. Damage to the unit due to insufficient, unsuitable or inadequate packaging or care.
13. Damage to the product caused by accident, or act of God.
14. The travelling and transport costs if the product is situated outside areas in which a BDT Authorised Service Centre is present. In areas where an Authorised Service Centre is present, the transportation of the unit is also uncovered unless expressly agreed by BDT. For a list of Authorised Service Centres in your area, please call the retail store from which you bought the unit.
15. Any fault or service occurring outside the 5-year warranty period unless expressly agreed to by BDT - this excludes the compressor, which has an extended 5-year warranty period (10 years in total for inverter compressor models only).

16. The product if installed in a moveable dwelling eg. caravan or boat.

17. Faults caused by salt, sulphur or corrosive environment.

*1 For any refrigerator or freezer sold after 1st October 2024.

*2 Please note when removing the required Energy Rating Label off your refrigerator we recommend using "Tea Tree Oil" or "Eucalyptus Oil" along with a soft cloth rather than an abrasive cleaner as this may scuff the finish. It is strongly recommended to use only lukewarm water and a soft cloth when cleaning. Cleaning agents can cause cracking to the plastic components of your refrigerator.