

**COMPANION<sup>®</sup>**

TRUSTED SINCE 1941

# FRIDGE / FREEZER

50L SINGLE ZONE / 75L DUAL ZONE



## OWNERS MANUAL

Model No. 10002129 / 10002130

## QUICK START GUIDE

- Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Keep the manual in a safe place for future reference, along with purchase receipt and carton. If applicable, pass these instructions on to the next owner of the appliance.
- Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following:

### ELECTRICAL SAFETY & CORD HANDLING

- **Correct voltage:** Make sure your local outlet voltage and circuit frequency corresponds to the voltage indicated on the appliance rating label.

**NOTE: Intended use:** This is a portable product, designed for private use. It is exclusively designed for use in cars, caravans and other vehicles including mobile homes, campervans, rail cars and boats. It is designed to cool food and beverages and to be set up in dry, weather protected areas. It is not intended for stationary extended use as e.g. a second fridge at home.

## SAFETY INFORMATION

- **Safe connection:** Insert the plug firmly into a properly earthed AC mains or 12V DC socket, Do not alter the plug.
- **Protect from moisture:** To protect against electric shock, do not immerse the cable, plug or the appliance itself in water or other liquid. Ensure your hands are dry before handling the plug or switching on the appliance. Do not use it on wet surfaces.

**NOTE:** Installation of AC in boats should be carried out by a qualified electrician.

- **Protect the power cable.** Do not kink or damage the power cable. Do not wrap it around the appliance. Do not pull the unit by the cable. Do not use the cable as a handle, close a door on the cable or pull the cable around sharp edges or corners. Keep the cable away from heated surfaces.
- **Never touch uninsulated cables with bare hands.** This applies especially to handling AC cables.
- **For installation in boats:** If the device is AC mains operated, it is important that the system is protected by a fuse and an earth leakage protection device.
- **Always ensure that the correct voltage** is applied to the Fridge/Freezer. The voltage is stated on the Fridge/Freezer's data plate.
- **Never obstruct vents** to the Fridge/Freezer's compressor.
- **Defrost the Fridge/Freezer** on a regular basis.
- **Never use hard or sharp implements** to remove ice from the cooling compartment.



- **Never use abrasive or solvent based materials** when cleaning the cooling compartment.
- **Do not use any electrical appliances** inside the cooling compartment.

**NOTE:** This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- **Do not** expose to rain.
- This appliance is suitable for camping & in vehicle use.



# ASSEMBLY AND PARTS

## SINGLE ZONE FRIDGE / FREEZER

- 1. Internal Basket
- 2. Control Panel
- 3. Single Lid
- 4. Lid Latches
- 5. Carry Handle
- 6. Air Flow Vent
- 7. Power Input Panel
- 8. AC Power Cable (Page 7)
- 9. DC Power Cable (Page 7)



## DUAL ZONE FRIDGE / FREEZER

- 1. Internal Baskets
- 2. Control Panel
- 3. Single Lids
- 4. Lid Latches
- 5. Carry Handle
- 6. Air Flow Vent
- 7. Power Input Panel
- 8. AC Power Cable (Page 7)
- 9. DC Power Cable (Page 7)





# GETTING STARTED

## INSTALLATION

After unpacking the Fridge/Freezer check that no parts are missing. Place the unit in a dry place which is protected against splashing water. Do not place directly adjacent to sources of heat such as heating, gas ovens, hot water pipes, or under the blazing sun.

It is important that your appliance is installed and operated in accordance with these instructions to guarantee its performance, efficiency and operation.



Fig. 1

## APPLICATION & OPERATIVE COOLING RANGE

The cooling compartment has varying temperature zones. The values indicated on the digital display are related to the middle of the cabinet.

The Single Zone Fridge/Freezer is designed to either refrigerate or freeze food. The Dual Zone Fridge/Freezer can be used either a fridge or a freezer. The fridge/Freezer may be used for outdoor use such as for camping purposes.

If you wish to refrigerate medicines, first check to ensure the Fridge/Freezer's cooling capacity meets the demands of the respective medicines.

The Fridge/Freezer is designed to operate in ambient temperatures between  $-10^{\circ}$  and  $+55^{\circ}$  C in a maximum air humidity of 90% and can operate continuously at an angle of  $30^{\circ}$  maximum.



Fig. 2



**NOTE:** The normal operation of the appliance requires heat to be radiated away from the condenser located at the end of the cabinet. Adequate airflow is required around the compressor at all times. (Fig. 1). The cooling system has been designed to operate correctly when the appliance is positioned on angles up to 30 degrees. It is recommended that the time the unit is exposed to angles over 30 degrees is limited to a maximum of four (4) hours continuous operation. (Fig. 2)

# OPERATING YOUR FRIDGE / FREEZER

## POWER REQUIREMENTS

The Fridge/Freezer is designed to operate on AC or DC voltage.

- AC input 220-240V AC at 50Hz to ac adaptor (e.g. electrical power point)
- DC input 12V or 24V DC (e.g. car cigarette lighter or car battery)
- If the Fridge/Freezer is operating when the vehicle ignition is switched OFF, the Fridge/Freezer will switch OFF automatically unless vehicle is fitted with dual battery system.
- The Fridge/Freezer will automatically switch back ON when the vehicle is re-started and the power source voltage reaches the Battery Monitor cut-in setting.

## OPERATING WITH 12/24V DC

- Plug the 12V/24V DC power cable into the DC POWER socket (Fig 3.) on the end of the Fridge / Freezer and then connect to the vehicle cigarette lighter socket or suitable 12V or 24V DC power source.
- The Fridge/Freezer will automatically turn on and operates as per the prior settings unless it was manually switched off at the power button before power was disconnected during it's last use, then it will need to be manually turned on.
- The display will automatically show the current internal cabinet temperature.
- For optimum performance and efficiency, it is important that the Fridge/Freezer has a **reliable DC power source available**. Direct connection to the battery is recommended and reduces the risk of voltage dropping to the appliance.
- Use only the DC power cable supplied with the Fridge / Freezer.

### ⚠ IMPORTANT

If a DC extension cable is required we recommended use of a 6mm dia. (AWG11) 4.58mm2 Twin Sheath Two Core cable with direct connection to the positive and negative battery terminals with 15A inline fuse protection.

## 12/24V DC POWER REQUIREMENTS

If your Fridge/Freezer is cutting out prematurely, it could be due to:

1. The battery voltage protection being set too high on the Battery Monitor
  2. DC power cable and/or connections are not suitable to carry the required current. Check the power cable and all connections and adjust the Battery Monitor on the control panel if required.
- The Fridge / Freezer is equipped with a multilevel Battery Monitor that protects your vehicle battery against excessive discharging when the Fridge / Freezer is connected to 12V or 24V DC power source.

### ⚠ IMPORTANT

When using the Fridge/Freezer with DC power supply, we recommended setting the Battery Monitor to **LOW** if Fridge/Freezer not running off crank battery.

**NOTE:** A battery charger may only be connected to the battery when the Fridge/Freezer has been disconnected from the DC power source.

- Over-voltage may cause damage to the electronics of the Fridge / Freezer.
- Your Fridge/Freezer is equipped with reverse polarity protection. It protects your Fridge / Freezer against reverse battery connection and short circuit.
- As a protection for your battery, the Fridge / Freezer switches OFF automatically if the power source voltage is insufficient. Fridge will only restart when voltage reaches cut in level.

**NOTE:** It is important that the correct cable size and gauge is used for the installation of the DC supply as over distance the voltage can decrease if the incorrect cable size and gauge cable is being used.

- Always consult a qualified automotive electrician when using a DC extension cable.

## OPERATING WITH 240V AC

- Plug the 240V AC power adaptor & cable into the Fridge power socket (Fig. 3) on the end of the Fridge/Freezer and then connect to a suitable 240V AC power source.
- The Fridge / Freezer will automatically turn on and operates as per the prior settings UNLESS it was manually turned off at the power button before power was disconnected during its last use, then it will need to be manually turned on.
- The display will automatically show the current internal cabinet temperature once on.
- The Fridge/Freezer is equipped with a multivoltage internal power supply with priority circuit or connecting to an AC voltage power source of 240V.

### CAUTION

Do not touch cables, plugs or switches with wet hands or when your feet are in contact with water! If you operate your Fridge / Freezer on board a boat by means of a shore connection to a 220-240V AC power source, the power connection must include an earth leakage RCD residual current device.



Fig. 3



AC POWER ADAPTOR



DC POWER CABLE INCLUDED

(Can be Cigarette, Merit or Anderson plug connection (Fig.4))

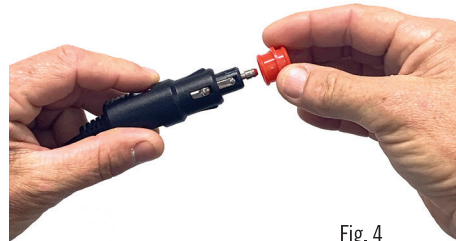


Fig. 4



# TEMP CONTROL / GENERAL OPERATION

When your Fridge/Freezer is first connected to the AC or DC power input the device will automatically switch on & the LCD control panel will display the current cabinet temperature, battery monitor and Eco setting as well as the current input voltage (Unless it was manually turned off at last use).

- The Temperature Controller provides the ability to set the desired temperature level and display the current cabinet temperature. The electronic controller has been programmed to maintain an average of the set temperature.
- The compressor will start up when the internal cabinet temperature increases 1 to 2 degrees above the set temperature and will run until the temperature is 1 to 2 degrees below the set temperature.

## BATTERY DISPLAY

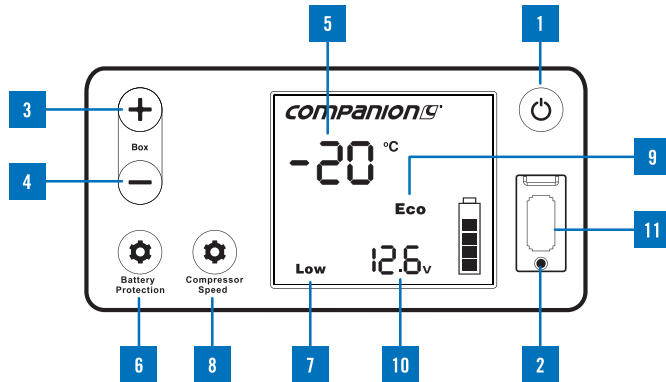
Voltage is measured at the input connection on the side of the appliance.

Battery Display	12V	24V
	9.6V or less	21.3V or less
	9.7V to 10.3V	21.4V to 22.4V
	10.6V to 11.0V	22.7V to 23.5V
	11.1V to 11.7V	23.6V to 24.6V
	11.8V to 12.4V	23.7V to 25.7V
	12.5V or above	25.8V or above

\*VALUES ARE FOR REFERENCE ONLY AND MAY BE SUBJECT TO CHANGE DEPENDING ON CONDITIONS AND POWER SUPPLY.

# SINGLE ZONE OPERATION

1. Power On/Off Button
2. Power Input Indicator
3. Temp Decrease Button
4. Temp Increase Button
5. Temp Display
6. Battery Protection Button
7. Battery Protection Setting
8. Compressor Speed Button
9. Compressor Speed Setting
10. Input Power Source Voltage
11. USB outlet



## POWER - OFF AND ON

1. Press power button & fridge will go into standby mode then switch off after 5 seconds
2. Press the power button & fridge will re-start with previously selected settings

## ECO FUNCTION - SETTING

Press the **COMPRESSOR SPEED** button and the **SPEED SETTING** will go between ECO & MAX.

## CABINET TEMPERATURE - SETTING

1. Adjust Temperature by pressing the + button to increase temp and the - button to decrease temp

**NOTE:** Maximum temperature settings are from -20°C to 20°C.

2. Temperature display will flash when selecting temperature & return to solid display when showing actual internal temperature

## BATTERY MONITOR - SETTING

Adjust the setting by pressing & holding the **SETTINGS BUTTON** for 3 seconds until the L, M or H flashes - then scroll through by single press of the **SETTINGS BUTTON** until you achieve desired setting

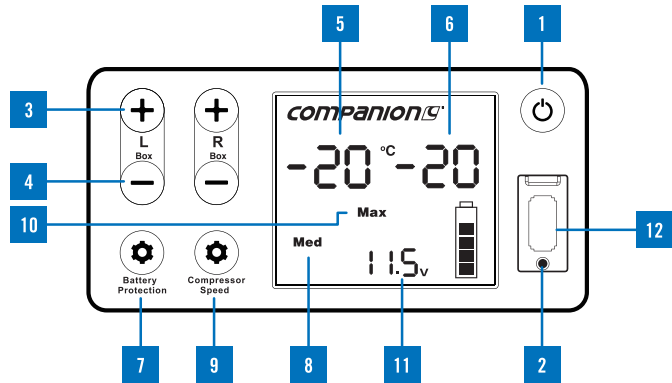
12V DC Input	Cut Out	Cut In
HIGH	11.3V	12.6V
MEDIUM	10.1V	11.4V
LOW	8.5V	10.9V

24V DC Input	Cut Out	Cut In
HIGH	24.3V	25.7V
MEDIUM	22.3V	23.7V
LOW	21.6V	23.0V

**NOTE:** There will be up to 1V drop when compressor is running hence why we recommend using the LOW or MEDIUM battery monitor settings to avoid unwanted fridge shutdowns.

## DUAL ZONE OPERATION

1. Power On/Off Button
2. Power Input Indicator
3. Temp Increase Buttons
4. Temp Decrease Buttons
5. Temp Display L/H Cabinet
6. Temp Display R/H Cabinet
7. Battery Protection Button
8. Battery Protection Setting
9. Compressor Speed Button
10. Compressor Speed Setting
11. Input Power Source Voltage
12. USB outlet



### POWER - OFF AND ON

1. Press power button & fridge will go into standby mode then switch off after 5 seconds
2. Press the power button & fridge will re-start with previously selected settings

### ECO FUNCTION - SETTING

Press the **COMPRESSOR SPEED** button and the **SPEED SETTING** will go between ECO & MAX.

### CABINET TEMPERATURE - SETTING

The temperature may be set independently for each zone in the range -20°C to +20°C.

### SETTING THE LEFT ZONE

1. Adjust Temperature by pressing the L BOX + button to increase set temp and the L BOX - button to decrease set temp.
2. Temperature display will flash when selecting temperature & return to solid display when showing actual internal temperature.

### SETTING THE RIGHT ZONE

1. Adjust Temperature by pressing the R BOX + button to increase set temp and the R BOX - button to decrease set temp.
2. Temperature display will flash when selecting temperature & return to solid display when showing actual internal temperature.

### SHUTTING DOWN A SELECTED ZONE

The Dual cooling system will allow either zone to be shut down independently to the other. This is perfect for when the total cabinet space is not required and provides improved power efficiencies.

1. Press and hold the L BOX - and + buttons together for 2-3 seconds and the L/H Cabinet will stop cooling.
2. Repeat the same step and the L/H Cabinet will recommence operation.
3. Press and hold the R BOX - and + buttons together for 2-3 seconds and the R/H Cabinet will stop cooling.
4. Repeat the same step and the R/H Cabinet will recommence operation.

## BATTERY MONITOR - SETTING

Adjust the setting by pressing the **BATTERY PROTECTION BUTTON** until desired setting is highlighted on display

12V DC Input	Cut Out	Cut In
HIGH	11.3V	12.6V
MEDIUM	10.1V	11.4V
LOW	8.5V	10.9V

24V DC Input	Cut Out	Cut In
HIGH	24.3V	25.7V
MEDIUM	22.3V	23.7V
LOW	21.6V	23.0V

We recommend using LOW or MEDIUM settings to ensure you don't have any issues with your fridge cutting out due to voltage setting. Please only use the HIGH setting if you are satisfied that the battery voltage will not get below 11.3V.

## BLUETOOTH OPERATION

To operate the Companion Fridge/Freezer via bluetooth you will first need to download the Companion Fridge APP via APPSTORE or GOOGLE PLAYSTORE to a suitable device.

### STEP 1

Download the Companion 50L / 75L Fridge App

### STEP 2

Connect the Companion Fridge/Freezer to a suitable power source via the DC lead or AC

### STEP 3

Open the Companion Fridge App on your suitable smart device

### STEP 4

The initial password is "Companion"

### STEP 5

Search for your Companion Fridge on the APP home screen & connect

### STEP 6

Pair the APP to your Companion Fridge model from your device bluetooth list

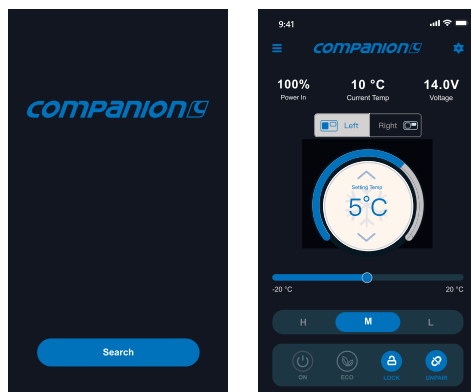
### STEP 7

Start using the bluetooth APP with your Companion Fridge

You will now be able to access the following features via the APP:

- Check / Change Temperature setting/s
- Check / Change Battery monitor setting
- Check / Change Compressor speed setting
- Power the fridge on/off

**NOTE:** You must be within Bluetooth range of the fridge to stay connected - solid structure can also interfere with the range.





## USING WITH SOLAR PANEL OR GENERATOR

### USING WITH SOLAR PANELS

1. The power consumption and efficiency of your Fridge/Freezer makes it ideal to be used in conjunction with solar panels to provide recharging of the DC power source. Solar panels will provide charge into the battery during the daylight hours even while the appliance is operating.
2. As the output from solar panels changes depending on the level of sunlight and intensity, your Fridge/Freezer cannot be connected directly to the solar panels. The appliance must be connected to a suitable DC battery and then the solar panels connected to the battery.
3. We recommend the use of the quality regulated portable solar panel kits from 60 to 250 watts for use with your Fridge/Freezer.

**DO NOT connect the Fridge/Freezer directly to the solar panel as it will not work. Connection must be via the battery.**

### USING PORTABLE GENERATORS

1. It is important that the correct generator size is used with your Fridge/Freezer. An incorrect generator or voltage output may result in reduced performance or damage to your Fridge/Freezer which may void your appliance warranty.
2. If connecting directly to an AC generator, ensure that only a digital or inverter type generator is used. These provide a more reliable and constant 240V AC output power source and are specifically designed for use with electronic and other power sensitive appliances.
3. Most generators are fitted with a DC power output socket - DO NOT connect your fridge directly to the DC power output of the generator as this will result in damage to your Fridge/Freezer and void warranty.
4. When charging the battery using a digital or inverter type generator, we recommend only using a 'smart battery charger' that is fully automatic, spark proof and reverse polarity protected. The battery charger is connected directly to the AC power output socket of the generator.

# TIPS, MAINTENANCE AND SERVICE

## TIPS AND SUGGESTIONS

1. Fresh and frozen foods should not be stored right beside each other in the cabinet. Doing so may cause a fresh food to freeze and/or spoil.
2. We recommend using +3° for the fridge temperature setting & -16° temperature setting if you are using the unit/cabinet as a freezer.
3. When the appliance is being set at 0° or lower temperatures, do not store glass bottles or liquids such as milk, juices or soft drinks in the unit as these may freeze and shatter, leak or burst.
4. Items such as fruit and vegetables should be stored closer to the top of the cabinet as this area is normally slightly warmer. This will reduce the risk of spoiling and ensures that damage is not caused by being crushed by heavier items.
5. To improve the efficiency of your Fridge/Freezer it is better to have the cabinet as full as possible at all times. A full cabinet will provide lower power consumption over 24 hours than a half empty one. When the cabinet is full there is little air space between the goods so the cold air is trapped, but when there is lots of air the coldness cannot be captured and held. On a trip it is a good idea to replace finished products with bottles of water or similar. This will fill the empty spaces and allow the coldness to remain within the cabinet.
6. Frequent door opening will allow warm air to enter the cabinet. Keep the number of times you open the door to a minimum where possible.
7. When located in the rear of a car or trailer, it is recommended that the appliance be kept away from direct sunlight to reduce the risk of increased heat. It should also be provided with suitable ventilation to guarantee efficient power consumption and performance. You must remember that when a vehicle is parked in the sun that on a day where the ambient temperature is +30°C, the interior of the vehicle can reach +55°C.

## MAINTENANCE & SERVICE

Your Fridge/Freezer will be delivered cleaned from the factory – you nevertheless should clean prior to initial use. Take a cloth which has been slightly moistened with lukewarm water. Pay attention that no water drops into the seals and possibly damages the electronics. Dry off the Fridge/Freezer with a cloth after cleaning. Clean your Fridge/Freezer periodically and as soon as it is dirty.

### ! ATTENTION

- **DO NOT** use solvents or agents with sand or acid parts for cleaning your Fridge / Freezer.
- **DO NOT** use brushes, graters or hard sharp tools to clean your Fridge/Freezer.
- Before cleaning, the power cable should be disconnected and the Fridge/Freezer switched OFF.
- Clean the Fridge/Freezer inside and out with a damp cloth. For stubborn dirt, use some sodium bicarbonate dissolved in lukewarm water.
- After washing, rinse with clean water and dry carefully.
- When storing your Fridge/Freezer for a long period of time, **DO NOT** fully close the lid. This will prevent mould and odours.

**For additional queries, service and maintenance please contact our After Sales Support 1300 362 921. They will provide you with expert advice on further information you may require.**

## DISPOSAL

When it comes to the end of its working life, your Fridge/Freezer should be disposed of responsibly to ensure that it does not contaminate the environment. It would be advisable to contact your local council for advice on the disposal of this unit.

# TROUBLESHOOTING

Issue	Possible Solutions
The Fridge/Freezer will not turn on	Check the unit is switched ON – Press the power button to turn on
	Check the power source (voltage may be too low)
	Check the power cable and all connections from the power source to Fridge/Freezer
The contents of the fridge are freezing	The temperature has been set too low, therefore increase the temperature setting
Poor refrigeration performance	Too much food has been put inside the unit
	Temperature of the food put inside the fridge is too high
	Ensure lid is closed properly
	Ensure power source has sufficient voltage
	There is poor ventilation around the fridge
	Ambient temperature is very high
Temperature is not set correctly	
There is a “water flow” type of noise from inside the unit	This is normal, caused by the flow of refrigerant
There is a noise from the unit	Ensure unit is on a flat level surface
	Check for vibrations in surrounding objects
Fridge/Freezer does not work and display does not illuminate	There is no voltage present in the 12V/24V cigarette lighter socket in your vehicle. The ignition must be switched ON in most vehicles to apply current to the cigarette lighter socket
	No voltage present in the AC voltage socket. Try using another plug socket
	The 240V AC adaptor is defective. This can be replaced by contacting after sales support on 1300 362 921.
Fridge/Freezer does not work and display does not illuminate when operating from the 12V/24V cigarette lighter socket with ignition switched ON.	The cigarette lighter socket fuse in vehicle is defective and must be replaced
	The cigarette lighter socket in vehicle must be cleaned or the plug has not been assembled correctly
The display shows an error message (F1) and the Fridge/Freezer does not cool	Connected to DC power source, the Fridge/Freezer has switched off. This may be due to low voltage. Check Battery Monitor setting is on LOW. Re-start vehicle to increase battery voltage level. Test and charge battery
	The Fridge/Freezer has switched off due to an internal fault. Contact After Sales Support 1300 362 921.

## ERROR CODE

Error Code	Possible Cause	Solution
F1	Low voltage to fridge	DC - Increase voltage of DC power source/Check all connections
		AC - Replace defective 240V AC Power Adaptor (Sold Separately)
F2	Condensor Fan Faulty	Contact After Sales Support 1300 362 921 to arrange repair
F3	Compressor over pressure	Disconnect power to fridge for 20 minutes & attempt re-start
F4	Compressor not kicking in	Contact After Sales Support 1300 362 921 to arrange repair
F5	Over Temperature of the compressor & electronics	Disconnect power to fridge for 20 minutes & attempt re-start
F7/F8	Temperature Sensor Faulty	Contact After Sales Support 1300 362 921 to arrange repair

## SPECIFICATION

<b>Model</b>	10002149	10002130
<b>Capacity</b>	50L Single Zone Fridge / Freezer	75L Dual Zone Fridge / Freezer
<b>Climatic Category</b>	T, ST, N	T, ST, N
<b>Protective Classification</b>	II	II
<b>Average Amp Per Hour*</b>	1.3Amp/hr over 24 hrs	1.8Amp/hr over 24 hrs
<b>Rated Voltage</b>	12V / 24V	12V / 24V
<b>Total Input Power</b>	80W	80W
<b>Refrigerant</b>	R134A/60G	R134A/80G
<b>Foam Vesicant</b>	C5H10 / C-Pentane	C5H10 / C-Pentane
<b>Dimensions (Exterior)</b>	654L x 520W x 465H mm	906L x 557W x 455H mm
<b>Dimensions (Interior)</b>	504L x 364W x 315H mm	704L x 397W x 325H mm
<b>Weight</b>	21kg (including basket)	25kg (empty excluding basket)



## WARRANTY POLICY

### LIMITED WARRANTY AGAINST DEFECTS

1. This Limited Warranty is provided by Adventure Operations Australia Pty Ltd ABN [43 622 679 887] trading as Companion in our capacity as supplier and manufacturer of the Products. Our contact details are:

Address: 71 Charles Ulm Place, Eagle Farm, 4009 QLD.

Phone number: 07 3193 1110

Email address: warranty@adventureoperations.com

### OUR LIMITED WARRANTY

2. This Limited Warranty applies in addition to any other express warranty or warranties against defects we may supply from time to time for specific Products. If the individual packaging, accompanying product information or labelling of a Product specifies a different warranty period from the **3 Years** warranty period provided in this Limited Warranty, the packaging Warranty Period will apply instead but on the same terms as this Limited Warranty.

### THE WARRANTY PERIOD FOR THIS PRODUCT IS: 3 YEARS

3. Moving forward, in this Limited Warranty, Warranty Period means:

- a) for all Companion Products, 12 months from the date of original purchase of the relevant Companion Product; or
- b) another time period set out in the individual packaging, product information, labelling, or accompanying a specific Companion Product.

4. Under this Limited Warranty, we warrant that products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries (Products) will be free from defects in materials and workmanship under normal use (as described in the published product documentation accompanying or applicable to the relevant product) for the relevant Warranty Period (Limited Warranty).

5. If a defect in materials or workmanship becomes apparent under this Limited Warranty within the Warranty Period described above, subject to any additional rights you have under the Australian Consumer Law or any applicable local law, we agree to replace or refund covered Product parts that prove defective through normal use during the Warranty Period. We may alternatively agree to repair certain Products through our qualified agents, where such facilities are available. Without limiting any rights you have under the Consumer Law, the following conditions also apply to the Limited Warranty:

- a) in replacing a defective product under the Limited Warranty, we may, at our discretion, substitute the product with a product model of equivalent nature where the exact model of the defective product is unavailable;
- b) we may elect, at our discretion and as an alternative to repairing or replacing a defective part, to refund



the cost of the relevant product upon it being returned to us or one of our authorised resellers;

c) this Limited Warranty does not extend or apply to any claim you or any other person may have for damage for any loss (including without limitation consequential damages or loss of profit, freight/shipping or travel costs), or otherwise damage howsoever caused whether or not such loss or damage arises as a result of any defect in the product or from the failure or omission on our part to comply with any obligation at law relating to the defect;

d) this Limited Warranty does not apply to damage caused by your failure and damage caused by improper use and abuse, fair wear and tear, accidents, misuse (including failure to follow instructions regarding care and maintenance of the product), neglect, disassembly, alterations or external causes such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product (if applicable), and extreme thermal or environmental conditions; and

e) this Limited Warranty does not extend to any Products acquired for the purposes of re-supply, or for use in a manufacturing, or repair processes.

## REPAIR FACILITIES AND SPARE PARTS

6. Please note that we have very limited repair facilities for our Products. This means that subject to any limited repair facilities offered through authorised repair agents, we are not able to repair broken or damaged Products that are broken or damaged by you or are defective. For defective Products, this Limited Warranty and your rights under the Australian Consumer Law will apply and in most cases the remedy will be limited to a refund or replacement.

7. Companion carries spare parts for many, but not all, of our Products. A comprehensive catalogue of our spare parts can be found at: Camping Gear Spare Parts. This means that where a Product is broken or damaged by you, we may not be able to provide you with a spare part for that Product. Where a Product is defective, you will be entitled to your rights under this Limited Warranty and the Australian Consumer Law, and in most cases the remedy will be limited to a refund or replacement.

## HOW TO CLAIM THE LIMITED WARRANTY

8. This Limited Warranty is only valid and enforceable in Australia or New Zealand and will apply only if you have purchased the Product from us directly or from one of our authorised resellers.

9. This Limited Warranty may be claimed by you if a defect becomes apparent in the Product within the Warranty Period.

10. To claim this Limited Warranty you must do either of the following:

a) return the defective product to its place of purchase within the Product's Warranty Period, with a detailed proof-of-purchase clearly showing the date and detail of the purchase;

b) make the warranty claim directly with us by returning the defective Product to our address at Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase;



c) make the warranty claim directly with us by emailing us at [warranty@adventureoperations.com](mailto:warranty@adventureoperations.com) accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase. We may require you to mail us the product or email us photographs of the defect and Product.

11. Where you return the defective Product in-store to the place of purchase, our authorised reseller will inspect the Product and proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. They will also determine the remedy available to you under this Limited Warranty.

12. Where you make the warranty claim directly with us, we will inspect the Product (including by inspecting photographs you send to us over email) and the proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. We will also determine the remedy available to you under this Limited Warranty.

### **EXPENSES**

13. You must bear the expense of claiming a remedy under this Limited Warranty, including postage and transport costs of returning the product. If we or our authorised reseller determine you are entitled to a remedy under this Limited Warranty, we will reimburse you for any reasonable expenses you have incurred in making the claim, provided you supply us with proof of such expenses.

### **YOUR RIGHTS UNDER THE CONSUMER LAW**

14. Products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries come with guarantees that cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (Consumer Law) (as the case may be). You are entitled to a replacement or refund for a major failure (or, where the New Zealand Consumer Guarantees Act 1993 applies, a failure of a 'substantial character') and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if products fail to be of acceptable quality and the failure does not amount to a major failure (or a failure of a substantial character, as the case may be).

### **CONTACT US**

15. If you have any questions concerning this warranty policy, you may contact us in writing:  
Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD  
or by email: [warranty@adventureoperations.com](mailto:warranty@adventureoperations.com)  
or visit our website: [adventureoperations.com](http://adventureoperations.com)





WARRANTY - For details see [www.companionoutdoor.com/warranty](http://www.companionoutdoor.com/warranty)

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Designed by:  
**Adventure Trading Australia Pty Ltd**  
71 Charles Ulm Place,  
Eagle Farm, QLD 4009  
AUSTRALIA



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