

ECOBOIL WARRANTY TERMS

1 YEAR PARTS, LABOUR AND TRAVELLING COSTS:

Should any part of a boiling unit fail within one year of the date of purchase, then that part will be supplied free of charge to the plumber nominated to undertake the repair work. Both the labour charges levied by the plumber and transport charges levied (up to 25 km from base to the installation site) are covered by this warranty. However, the Supplier ("Ecoboil Appliances Limited") reserves the right to question such charges levied, should one or both charged items be deemed to be obviously and unduly excessive, and to otherwise recompense accordingly at the proper rate. Chiller units have warranted parts and labour for one year from purchase date. However, faults of an electrical nature may only be repaired on site and only by a qualified electrician. All other faults require that the entire unit be shipped back to the Supplier for repair, at the Supplier's expense. Refrigeration component repairs require specialist knowledge and tools. These Warranty Terms are all subject to the terms of the Warranty Conditions and Warranty Exclusions as printed below.

5 YEAR BOILER STORAGE TANK WARRANTY:

1. For boiler appliances, if any leak occurs from the body of the boiler storage tank, within five years from the date of installation, the leak will be repaired at no charge upon return of the boiler appliance to the Supplier subject to section 2 and the Warranty Conditions as below.
2. After 12 months from the date of installation, if such a leak occurs, the actual cost of removal and re-installation of the boiler appliance plus any freight costs, are not covered by this warranty and shall be incurred by the customer.

WARRANTY CONDITIONS:

1. The boiling water/chiller unit must be installed to comply with all relevant statutory and local requirements for the area where the boiler/chiller is installed.
2. The boiler/chiller unit must be installed strictly as per the installation instructions supplied with the unit.
3. When a boiler/chiller is repaired or replaced under this warranty, the component or boiler/chiller replaced does not have the benefit of a new warranty and only the balance of the original warranty will remain effective.
4. Only the boiler/chiller unit and genuine company parts are covered by this warranty. Electrical or plumbing parts supplied by the installer are not covered by this warranty.
5. Where a hard water or otherwise harmful water supply exists, the boiler/chiller unit must be fitted with a recommended dual action water filter/conditioner cartridge. This cartridge must be maintained and replaced periodically as per the manufacturer's instructions.
6. The installing plumber must ensure that all water supply lines are flushed and free of grit/metal filings prior to connection to the boiler/chiller unit.
7. All due care must be taken to guard against the effects of excessive water pressure and the effects of water hammer.

NOTE: IN ALL CASES, BOILER/CHILLER UNITS MUST BE FITTED WITH AN INLET FILTER WHERE THE WATER SUPPLY CONTAINS DIRT OR GRIT OR HARMFUL SOLUTES. ALL UNDERSINK BOILER/CHILLER UNITS MUST BE FITTED WITH THE 350 KPA PLV SUPPLIED. FAILURE TO COMPLY WITH THESE WARRANTY DIRECTIVES WILL RESULT IN ANY REPAIRS BECOMING A LIKELY COST TO THE OWNER.

WARRANTY EXCLUSIONS:

The warranty may become void by the following exclusions and service charge for labour and parts (if necessary) could become a cost to the owner:

1. Failure due to misuse and/or incorrect installation, Acts of God, Water Conditions, Accidental Damage; Unauthorized attempts at repair of the boiler/chiller unit.
2. Where there is a failure of the electricity or water supply; where water leaks are caused by the plumbing and not the boiler/chiller unit or its components; where there is no flow of hot/chilled water due to faulty plumbing or a filter blockage; where the complaint is related to low or high water pressure or excessive water pressure; where it is found that there is nothing wrong with the boiler/chiller unit; where water hammer is found to be the cause of failure.
3. Repairs to a boiler/chiller unit due to scale formation or where the boiler/chiller has been fitted to a hard or harmful water supply without the recommended dual action filter cartridge or the filter cartridge has not been correctly maintained or replaced as per the manufacturer's instructions.
4. Where the boiler/chiller unit has been installed in a position or in such a way that does not comply with the installation instructions or relevant statutory requirements or subject to any statutory provisions to the contrary claims for damage to walls, furniture, carpets, foundations or the need for major dismantling or removal of cupboards, doors or walls or any other consequential loss either directly or indirectly due to leakage from a boiler/chiller unit.