

WARRANTY

For guarantees please refer to the respective terms and conditions of supply for your country.

The installation, electrical connection and first operation of this appliance should be carried out by a qualified installer.

The company does not accept liability for failure of any goods supplied which have not been installed and operated in accordance with the manufacturer's instructions.

WARRANTY - Australia only

Stiebel Eltron (Aust) Pty Ltd warrants the domestic range of heat pump water heaters (WWK300 and WWK300 A) to be free from defects in material and workmanship under normal use and service in accordance with the following terms:

1. Repair or if necessary replace the water heater, or
2. Replace any component which falls within the warranty period as specified below (subject to the conditions and exclusions thereafter referred to)
 - 5 years for the cylinder and condenser
 - 2 years for the sealed refrigeration system, including compressor, evaporator, valves and associated pipe work.
 - 1 year for all other componentry (electrical)

The above shall not apply to such water heaters or part thereof which, in our opinion, have been subject to any accident, alteration, abuse or misuse or have suffered any damage by flood, fire or act of God, or if any repairs have been made or attempted to be made by any person or persons not approved by us. The warranties shall not extend to any loss suffered by, or resulting from, the non-operation of the water heater or part thereof.

We will not incur any obligation or liability whatsoever under the warranties for any damage or harm which may arise directly or indirectly as a result of the water heater being installed by other than registered qualified plumbers or being connected to a water or power supply not in accordance with the regulations of the relevant electric, water and health authorities.

The following items 1-5 are specifically excluded from the normal terms of warranty.

1. Damage as the result of transportation, removal, or storage.
2. Damage due to connection to incorrect water supply, incorrect installation or faulty valve.
3. Damage or faulty operation due to foreign matter in the water supply.
4. Damage or faulty operation due to the corrosive elements in the water supply and proper precautions not having been followed (eg, anode inspection & change)
5. Damage or faulty operation due to incorrect installation where the air flow, to and/or from the unit, is restricted or impeded

Notwithstanding anything contained herein, the units shall continue to be subject to any implied warranty provided by the Trade Practices Act 1974 (as amended) if and to the extent that the said Act is applicable and prevents the exclusion, restriction or modification of that warranty.

This free service will apply, in principle, to metropolitan and other accessible areas. If the unit is located in a remote area an extra service charge may be applicable due to travel.

Service costs by others are not covered by the Warranty and are at the user's expense. In the event of any claim being made under the warranty, it is the original purchaser's responsibility to provide evidence of purchase and date of purchase.

A nominal service charge may be made should the appliance be found to be in normal working condition and the problem located elsewhere.

STIEBEL ELTRON (AUST) PTY LTD

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ENVIRONMENT AND RECYCLING

Please help us to protect the environment by disposing of the packaging in accordance with the national regulations for waste processing.