



Instant Boiling Water

WARRANTY POLICY

Warranty information issued 15 August 2014 by Zip Heaters (Aust) Pty Ltd ("Zip")

1. Statutory Warranty

Every Zip appliance comes with guarantees that cannot be excluded under the Australian Consumer Law. Buyers are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage. Buyers are also entitled to have the goods repaired or replaced should the goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. Standard Warranty

In addition to buyers' rights and remedies under the Australian Consumer Law, every Zip appliance is backed by a standard warranty, offering that if any part should fail within 12 months from the date of installation, except as detailed below, that part will be repaired or replaced free of charge by Zip, its Distributor or Service Provider, provided that:

- a) the appliance is installed and used strictly in accordance with the instructions supplied; and
- b) any failure is not due to accident, misuse, abuse, unsuitable water conditions, use of non-authorized parts including non-authorized filters or to any alteration, modification or repair by any party not expressly nominated by Zip.
- c) all service under Standard Warranty is carried out only by a Zip Service Technician or an accredited Zip Service Provider.

That standard warranty covers the cost of both parts and labour. Unless otherwise required by the application of the Australian Consumer Law:

- a) no costs are payable by warranty claimants other than any mileage or travelling- time charges incurred by a Zip Service Provider, or the cost of removal, cartage and re- installation of the appliance or any component of the appliance if it needs to be returned for repair to Zip or its Distributor'
- b) the standard warranty does not cover damage resulting from non-operation of the appliance, the use of non-authorized parts, including non-authorized filters, or consequential damage to any other goods, furnishings or property; and
- c) no warranty applies to the service life of any water filtration cartridge installed with any appliance, as filter cartridge service life may vary according to water quality and the rate of water consumption.

3. Extended Warranty.

In addition to buyers' rights and remedies under the Australian Consumer Law and the standard warranty described above, specific Zip appliances listed below are also covered by extended warranties with the same conditions as provided in clauses 2a), 2b) and 2c). Zip appliances other than those listed below are covered by the Zip Standard Warranty alone.

All service under Extended Warranty must be carried out only by a Zip Service Technician or an accredited Zip Service Provider.

1) Zip HydroTap under-bench boiling and chilled filtered water systems.

a) Zip HydroTap G4 Commercial Models sold after 1 November 2013 are covered by a 5 year warranty comprising 36 month comprehensive parts and labour warranty plus a further 24 month warranty on internal tanks, provided each installation is registered with Zip within 6 months of installation, and provided that filter replacement is carried out at the recommended intervals using only the approved Zip filter cartridges.

b) Zip HydroTap G3 (and earlier) Commercial Models sold after 1 November 2013 are covered by a 24 month parts and labour warranty.

c) Zip HydroTap G3 (and earlier) Residential Models sold after 1 November 2013 and installed in residential kitchens are covered by a 24 month parts and labour warranty which will be extended to 36 months only if each installation is registered with Zip within 6 months of installation.

2) Zip Hydroboil on-wall instant boiling water systems.

All Zip Hydroboil models are covered by a 5 year warranty comprising a 24 month comprehensive parts and labour warranty on the appliance plus a further 36 month pro-rata warranty on the main boiling water tank. Should the tank fail within 36 months of installation Zip will offer a replacement appliance of equivalent specification at 25% of recommended retail price, within 48 months at 33% of RRP, within 60 months at 50% of RRP. Unless the application of the Australian Consumer Law requires the extended warranty to cover labour, the extended tank warranty covers a replacement appliance but not labour.

3) Zip Auto boil on-wall instant boiling water systems.

All Zip Auto boil models are covered by a 3 year warranty comprising a first 12 month comprehensive parts and labour warranty on the appliance, a second 12 month parts- only warranty on the appliance, plus a third 12 month pro-rata warranty on the main boiling water tank. Should the tank fail within 36 months of installation Zip will offer a replacement appliance of equivalent specification at 25% of recommended retail price. Unless the application of the Australian Consumer Law requires the extended warranty to cover labour, the extended tank warranty covers a replacement appliance but not labour.

4. Warranty Enquiries and Claims.

To register installation, or to make an enquiry as to warranty, buyers should contact:
Zip Customer Care, 1800 460 222.

In order to make a claim under warranty, buyers should contact the Service Department of Zip Heaters (Aust) Pty Ltd without delay by telephone, email or post.

Applications for service under warranty should include contact information, nature of fault, date of purchase and the serial number visible on the appliance cabinet.

Proof of the date of purchase may be required for a warranty claim. Installation will be deemed to have occurred no later than 3 months after the date of purchase. To avoid delays in handling warranty claims please register your product online at www.zipindustries.com.

Any costs incurred by a buyer in lodging a claim are not refundable under warranty.

Zip Heaters (Aust) Pty Ltd

ABN 46 000 578 727

A member of the Zip Industries Group

67-77 Allingham Street Condell Park NSW 2200 Postal: Locked Bag 80 Bankstown 1885

NSW Head Office Telephone (02) 9796 3100 Service Department Telephone 1800 460

222 Service Department Email services@zipindustries.com www.zipindustries.com

15 August 2014