



# AUSTRALIAN WARRANTY POLICY

Warranty information issued 1st July 2019 by Zip Heaters (Aust) Pty Ltd ("Zip").

## 1. Statutory Guarantees under the Australian Consumer Law.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures to a service we provide our consumer are entitled:

- to cancel their service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

Our customers are also entitled to a replacement or refund for major failures with goods we supply. If a failure with a goods or a service does not amount to a major failure, our customers are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the services and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## 2. Zip Appliances Standard Warranty

In addition to a consumer's 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:

- i. 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
- ii. 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
- iii. 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 2 a), 2 b) and 2 c) .

Additionally, Zip extended warranties are conditional on the following:

- a) the product and installation must be registered with Zip within 3 months of installation, this registration is deemed to be the sole basis of proof of installation for the extended warranty;
- b) the product has not been installed or used in accordance with local laws and the installation and user guide, has not been maintained or serviced with genuine Zip parts has been damaged, not connected to a suitable water supply, has been subject to foreign matter or corrosive elements within the water supply, experienced excessive water pressure or has been subject to fair wear and tear; and
- c) the product correctly installed by a qualified installer in accordance with the installation instructions and connected to a suitable and uninterrupted potable water supply and suitable power supply; and
- d) where the product incorporates a filter cartridge that the filter replacement is carried out at the recommended intervals using only the approved Zip filter cartridges.

**Zip appliances other than those listed below are covered by the Zip Standard Warranty alone.**

#### **I. Zip HydroTap under-bench boiling and chilled filtered water systems.**

Zip HydroTap G4 Models sold after 1 November 2013 are covered by a limited 5 year warranty comprising 36 month comprehensive parts and labour warranty plus a further 24 month warranty on internal tanks.

#### **II. Zip Hydroboil on-wall instant boiling water systems.**

All Zip Hydroboil models are covered by a limited 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.

#### **III. Zip Auto boil on-wall instant boiling water systems.**

All Zip Auto boil models are covered by a limited 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 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.

#### **IV. Zip Instantaneous Hot Water Heaters (for residential use only)**

All Zip Instantaneous Hot Water models used exclusively for permanent residential installations are covered by a limited 5 year warranty. The first 24 month from date of purchase or proof of installation are covered by a comprehensive parts and labour warranty. The following 36 months are covered by a full parts warranty only. This warranty is conditional on the product being correctly installed by a qualified installer for normal residential use only.

### **4. Warranty Enquiries and Claims.**

To register installation, or to make an enquiry as to warranty, buyers should contact the Zip Customer Care Centre on 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 or email.

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

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 unless the installation was registered with Zip in accordance with 3 a).

To avoid delays in handling warranty claims please register your product online at [www.zipwater.com](http://www.zipwater.com)

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

**Zip Heaters (Aust) Pty Ltd**

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**Need Help**

Call **1800 947 827**

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*or* **Schedule a Service Visit**

**Book Service**

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