



PRODUCT WARRANTY

This product warranty covers Onsen hot water unit (product) by Shinda Australia Pty Ltd (we/us).

The purchase of this product is an important investment in your home. To protect your investment you should complete the registration form at the bottom of this product warranty and return it immediately.

The benefits given by this product warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of the appliance to which this product warranty relates.

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

All Onsen water heating components must be installed, commissioned, serviced and removed in accordance with manufacturer's installation instructions, current AS 3000, AS 3500, AS 5601, local regulations and municipal building codes by persons authorized by local regulations to do so. Proof may be required of correct commissioning of the unit (such as certificate of compliance).

1. We warrant, that this product is free from manufacturing defects in workmanship and material as follows:
 - a) for appliances purchased and used for DOMESTIC OR HOUSEHOLD USE:
 - i) a period of 3 years parts and labour warranty on the hot water unit from the date of completion of installation; and
 - ii) an additional period of 7 years parts only warranty on the heat exchanger (a total of 10 years warranty on the heat exchanger from the date of completion of installation);
 - iii) a period of 1 year parts and labour warranty on controllers
 - b) for products purchased and used for other than domestic or household use, a period of 1 year parts and labour warranty from the date of completion of installation. Examples of non-domestic or non-household use are, use of the appliance in a factory, office or restaurant environment.
2. We will, during the period of warranty, subject to the following conditions, repair or replace free of charge the product or any component part, which upon examination by us is found to be defective. Replacement of the appliance or any part under the terms of this warranty, the balance of the original warranty will remain effective and does not carry an extension or new period of warranty. Labour will be supplied free of charge during the labour warranty period.
3. Our warranty does not cover:
 - a) fair wear and tear;
 - b) accidental or intentional damage and acts of God;
 - c) failure due to incorrect or unauthorised installations or commissioning;
 - d) failure or damage caused by alterations, service or repair work carried out by persons other than our authorised service agents;
 - e) the appliance, if the rating plate has been removed or the serial number or other identification details on the appliance have been removed or rendered illegible;
 - f) issues related to the plumbing installation or a failure of water, electric or gas supplies or a corrosive atmosphere;

- g) where the unit has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
 - h) operating the water heater and components when not completely filled with water
 - i) damage caused by chemicals, impurities or sludge and/or sediment in the water supply
 - j) misuse, abuse, accident or absence of care, installation, operation or maintenance which is contrary to the instructions supplied by us;
 - k) damage caused by a foreign object or by reason of its use for purposes other than that for which it was designed;
 - l) failure of electrical components due to power surges or outages;
 - m) labour costs incurred due to a service technician performing checks which should have been carried out by the customer and where no defects is found.
4. For servicing, our service technician must have easy access to the product, we are not liable for any damages which may occur in order to access the product. A service charge will be chargeable by the attending service technician if any work is required to gain reasonable access to the product or service may be refused if access is deemed dangerous.
5. To claim on this Warranty, you must, within the applicable period specified in clause 1:
- a) Contact
 Shinda Australia Pty Ltd
 Unit 7, 9 Mavis Street, Revesby NSW 2212
 Telephone: 1300-358-770
 Email: warranty@shinda.com.au

 to obtain a Return Authorisation Number or Service Call Number.
 - b) You should not attempt to remove the product unless advised by us after making a warranty claim.
6. Proof of purchase and or certificate of compliance is required for validation of all warranty claims. The inability to provide the same may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service call, labour and parts.

SERVICE CALL (1300-358-770)

Complete this section and keep for your own record

Appliance type:

Model No:

Serial No:

Purchased From:

Date of Purchase: ____ / ____ / ____

Please complete this section and return to:

Shinda Australia Pty Ltd (Unit 7, 9 Mavis Street Revesby NSW 2212 Australia)

Appliance Type:

Model No: Serial No:

Purchased From:

Date of Purchase: ____ / ____ / ____

Name

Address: Postcode:

Installers Signature:

Installer License Number: Installer compliance Number: