

Warranty

STIEBEL ELTRON WARRANTY FOR DHE WATER HEATERS

STIEBEL ELTRON solutions do not only convince with premium quality, but also outstanding reliability. If you encounter problems with one of our products, rest assured that our national service team will take care of it. We pride ourselves with great customer service as we consider this the basis for a long and successful partnership. For further information, please refer to the detailed warranty conditions listed below or contact our service team on 1800 153 351.

Australian Consumer Law

1. 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 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.
2. The STIEBEL ELTRON warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.
3. Without excluding or limiting any rights you may have under the Australian Consumer Law, any guarantees or warranties that would otherwise be implied by law are excluded. If your rights under the Australian Consumer Law can be limited, they are limited to the maximum extent permitted by the Australian Consumer Law.

Who gives the warranty

4. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 6 Prohasky Street, Port Melbourne, Victoria, 3207 (“we”, “us” or “our”).

The unit

5. This warranty applies to STIEBEL ELTRON Water Heaters – Models DHE 18 AU and DHE 27 AU (the “unit”) manufactured after 1 June 2013.

The warranty period

6. The warranty period commences on the date of completion of the installation of the unit. Where the date of completion of installation is not known, then the warranty period will commence 2 months after the date of manufacture.
7. The warranty period for a unit used for domestic purposes is shown in the table below. Domestic purposes means that the unit is used in a domestic dwelling.

| Component | Warranty period |
|----------------|--|
| All components | 5 years from the date of completion of the installation of the unit. |

8. The warranty period for a unit used for commercial purposes is shown in the table below. Commercial purposes means that the unit is used for a non-domestic purpose and includes but is not limited to being used in a motel, hotel, mining camp or nursing home.

| Component | Warranty period |
|----------------|---|
| All components | 1 year from the date of completion of the installation of the unit. |

Warranty entitlement

9. You are only entitled to make a warranty claim under this warranty if:
 - 9.1. you own the unit or if you have the owner’s written consent to represent the owner of the unit;
 - 9.2. you contact us within a reasonable time of discovering the problem with the unit and in any event within 30 days;



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Warranty claim

10. To make a valid warranty claim you must provide us with the following information:
- 10.1. the model number of the unit;
 - 10.2. a description of the problem with the unit;
 - 10.3. the name, address and contact details (such as phone number and e-mail address) of the owner;
 - 10.4. the address where the unit is installed and the location (e.g. in laundry);
 - 10.5. the serial number of the unit;
 - 10.6. the date of purchase of the unit and the name of the seller of the unit;
 - 10.7. the date of installation of the unit;
 - 10.8. a copy of the certificate of compliance when the unit was installed.
11. The contact details for you to make your warranty claim are:
- | | |
|-----------------|---|
| Name: | Stiebel Eltron (Aust) Pty Ltd |
| Address: | 6 Prohasky Street, Port Melbourne VIC 3207 |
| Telephone: | 1800 153 351 (8.00 am to 5.00 pm AEST Monday to Friday) |
| Contact person: | Customer Service Representative |
| E-mail: | service@stiebel.com.au |
12. We will arrange a suitable time with you to inspect and test the unit.

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13. Subject to the warranty exclusions, we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications, and you make a valid warranty claim in accordance with this warranty, during the warranty period.
14. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.

Warranty exclusions

15. We may reject your warranty claim if:
- 15.1. the unit was not installed by a registered and suitably qualified tradesperson.
 - 15.2. the unit was not installed and commissioned:
 - a) in Australia;
 - b) in accordance with the Operating and Installation Guide (which is available on the Stiebel Eltron Australia website and request);
 - c) in accordance with the relevant statutory and other legal requirements of the State or Territory the unit is installed.
 - 15.3. the unit has not been operated or maintained in accordance with the Operating and Installation Guide.
 - 15.4. the unit does not bear its original Serial Number or Rating Label.
 - 15.5. the unit was damaged by or is faulty due to any or any combination of the following:
 - a) normal fair wear and tear;
 - b) connection to an incorrect water supply, for example where the water is highly conductive; where the water has a mineral content with a TDS > 2500 mg/L; or where the Langelier Saturation Index (LSI) of the water is outside the range $-1.0 < LSI < 0.8$ (The LSI is a numeric value indicating whether water is scale forming or corrosive. It factors in pH, total alkalinity, calcium hardness and water temperature);
 - c) connection to water from a bore, dam or swimming pool;
 - d) connection to an incorrect or faulty power supply;
 - e) connection to faulty equipment, such as damaged valves;
 - f) foreign matter in the water supply, such as sludge or sediment;
 - g) corrosive elements in the water supply;
 - h) accidental or malicious damage;
 - i) act of God, flood, storm, fire, lightning strike, cyclones, earthquakes, natural disasters or other similar actions of the elements;
 - j) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
 - k) wiring not to AS/NZS 3000 standards.
 - 15.6. the unit was damaged before it was installed e.g. it was damaged in transit.
 - 15.7. an unauthorised person has modified, serviced, repaired or attempted to repair the unit without our written consent.
 - 15.8. non genuine parts other than those manufactured or approved by us have been used on the unit.



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16. We may charge you:
 - 16.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
 - 16.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Operating and Installation Guide or not readily accessible for inspection.
 - 16.3. for any extra costs of our authorised service technician to make the unit safe for inspection.
17. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
18. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.
19. If we reject your warranty claim in accordance with clause 15, we may charge you for our authorised service technician's labour costs to inspect and test the unit.
20. In order to properly test the unit we may remove it to another location for testing.

ENVIRONMENT AND RECYCLING

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

