

NEW ZEALAND
CUSTOMER SERVICE AND WARRANTY

COMPACT 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 09 486 2221.

New Zealand Consumer Guarantees Act 1993

1. Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993. 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 New Zealand Consumer Guarantees Act 1993.
3. Without excluding or limiting any rights you may have under the New Zealand Consumer Guarantees Act 1993, any guarantees or warranties that would otherwise be implied by law are excluded. If your rights under the New Zealand Consumer Guarantees Act 1993 can be limited, they are limited to the maximum extent permitted by the New Zealand Consumer Guarantees Act 1993.

Who gives the warranty

4. The warranty is given by Stiebel Eltron NZ Ltd (NZBN 9429042276135) of 61 Barrys Point Rd, Takapuna, Auckland, 0622 (“we”, “us” or “our”).

The unit

5. This warranty applies to STIEBEL ELTRON Water Heaters – Model SNU 5, SNU 10, SN (the “unit”) manufactured after 1 January 2016.

The warranty period

6. The warranty period commences on the date of purchase of the unit. Where the date of purchase 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 purchase 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 purchase of the unit.

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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;

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 NZ Ltd
Address:	61 Barrys Point Rd, Takapuna, Auckland, 0622
Telephone:	09 486 2221 (8.00 am to 5.00 pm NZDT Monday to Friday)
Contact person:	Customer Service Representative
E-mail:	service@stiebel.co.nz
12. We will arrange a suitable time with you to inspect and test the unit.

Warranty

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 New Zealand;
 - b) in accordance with the Operating and Installation Guide (which is available on the Stiebel Eltron New Zealand 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 $-1.0 < \text{LSI} < 0.8$ (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;

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- i) act of God, flood, storm, fire, lightning strike, cyclones, earthquakes, natural disasters or other similar actions of the elements;
- j) ingress of vermin.
- k) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
- l) 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.

ENVIRONMENT AND RECYCLING

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