

WARRANTY

WISE LIVING 15 YEAR CONDITIONAL PRO-RATA WARRANTY.

Wise Living Products warrant their hot water storage tanks to be free from defects in materials and workmanship under normal use and service in accordance with the attached installation and operating instructions within the first 6 years from the date of original purchase on the terms herein shall repair or replace without cost to the original customer and any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective.

From year seven (7) through to year fifteen (15) from the date of original purchase, Wise Living Products warrants their hot water storage tanks to be free from defects in materials and workmanship and under normal use and service in accordance with the attached installation and operating instructions on the terms herein shall repair or replace on a pro-rata basis as set out in the sliding scale below to the original customer or any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective. Pro-rata Cost will be based on Wise Livings Listed Prices at the time of claim.

Year Seven to Fifteen Pro-Rata Scale

Year 7 Wise Living Products 90% - Customer 10%

Year 8 Wise Living Products 80% - Customer 20%

Year 9 Wise Living Products 70% - Customer 30%

Year 10 Wise Living Products 60% - Customer 40%

Year 11 Wise Living Products 50% - Customer 50%

Year 12 Wise Living Products 40% - Customer 60%

Year 13 Wise Living Products 30% - Customer 70%

Year 14 Wise Living Products 20% - Customer 80%

Year 15 Wise Living Products 10% - Customer 90%

This warranty does not apply to discolouration of the surface or tarnishing of fittings, all of which require normal service to maintain them.

Wise Living warrants Thermostat, Pressure Temperature Relief Valves, Anti Reverse Circulation Valves, Pumps and Controllers, where fitted, to be free from defects in materials and workmanship under normal use and service in accordance with the attached installation and operating instructions, and within 12 Months from the date of original installation on the terms herein shall repair or replace without cost to the original customer any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective. All valves, pumps and controllers require normal service to maintain them.

Warranty Conditions

1. The system must be installed by a licensed plumber and/or electrician in accordance with these installation instructions, and all relevant statutory and local requirements of the State in which the system is installed.
2. The "Platinum Series" water heater must be operated and maintained in accordance with the instructions supplied.
3. This warranty only applies to the water heater product, and does not apply to any additional electrical and/or plumbing parts supplied by the installer.
4. The system is installed in a domestic household.
5. Should this system be installed in a regional location where regular flushing is required, due to sediment build-up, then a drain cock for flushing must be fitted at the time of installation. If in doubt consult your plumber.
6. The system is covered for the indicated period from the date of the original purchase. Should a part of the complete water heater component be replaced during this period, only the balance of the original warranty will continue to remain effective.

Warranty Exclusions

The following warranty exclusions may cause the system warranty to become void. *(This may incur a service charge and cost for parts should they become necessary.)*

1. Where service is required to reconnect the water heater operation due to problems related with abnormal water supply (i.e. high water pressure, faulty plumbing and/or electrical wiring, or major variations in electrical energy supply).
2. Where the system fails due to misuse, accidental damage, flood, acts of God, incorrect installation or unlicensed service repair work attempts.
3. Where system service is required due to the non-conformance with this warranty's recommended maintenance in certain water quality conditions.
4. Claims for damage to wall foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage from the water heater.
5. Damage or breakage is not covered by this warranty, and should be added separately to your general household insurance policy.
6. This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered sources i.e. spring, dam, bore, river or other.
7. Where water stored in the cylinder exceeds the following levels:

Total dissolved solids:

600 mg / litre or p.p.m

Total hardness:

300 mg / litre or p.p.m

Chloride:

300 mg / litre or p.p.m

Magnesium :

10 mg / litre or p.p.m

Sodium:

150 mg / litre or p.p.m

pH:

Min 6.5 and Max 8.5