

WARMTH.NZ PRODUCT WARRANTY (SUPPLY ONLY)

1. WARRANTY RIGHTS AND NATIONAL LAW

This warranty does not exclude or limit the buyer's statutory rights provided by national law, particularly any rights arising from a legally effective purchase contract.

The warranty regulations mentioned herein are applicable unless they infringe upon national warranty law.

This warranty does not diminish the rights under the Consumer Guarantees Act 1993.

2. WARRANTY COVERAGE

Warranty Start: Warranty begins when the goods are dispatched.

Warranty Duration:

For electrical product:

Thermostats & Control Panels: Two (2) years.

Circulation Pumps: Two (2) years.

Heating & Sundry Valves: Two (2) years.

Electric equipment: Two (2) years

For Heat Pump:

Residential Use: Five (5) years, contingent on bi-annual maintenance.

Commercial Use: Two and half (2.5) years, contingent on annual maintenance.

Refurbished Heat Pumps: Two and half (2.5) years, contingent on annual maintenance.

For 2in1 Heat Pump Water Heater:

Cylinder: Five (5) years, contingent on anode checked annually, replace if needed

Electric element: One (1) year product warranty

For Fan Coils:

Electric motor: One (1) year

Unit: Five (5) years

For other cylinder and tank:

Buffer tank: Five (5) years

If the hot water cylinder is locally supplied, the specific model and supplying company will be indicated on the invoice.

In such cases, the cylinder warranty is governed by the terms provided by the local supplier. For all warranty claims, please contact the local supplying company directly, following their warranty procedures.

For pipes and plumbing fittings:

Pert or Pex-al-pex pipes: Ten (10) years exclude pipe insulation

Compression & Crimp Fittings: Ten (10) years

Coverage Details:

- The warranty covers defects in materials under normal use and service.
- Parts: Coverage includes major components such as compressors, heat exchangers, and electronic controls.
- Labour:
- For New Heat Pumps, labor costs associated with warranty repairs are covered for the first three (3) months of installation.
- For 2in1 Heat Pump Water Heater, labor costs associated with warranty repairs are covered for twelve (12) months, if installed by a registered plumber
- Warranty work will be conducted during regular business hours. Any work required outside of these hours may incur additional charges for overtime, which will not be covered under the warranty.
- Shipping cost:
The customer is responsible for the cost of shipping the product to WNZ or the designated service center for warranty evaluation.
If a warranty claim is deemed valid, WNZ will cover the cost of return shipping for the repaired or replacement product.

3. WARRANTY EXCLUSIONS:

Damage resulting from improper installation, lack of maintenance, misuse, or unauthorized repairs is not covered.

- Consumable components** requiring regular maintenance and replacement are excluded from the warranty:
Sacrificial anode in cylinders
Filters in fancoil or ventilation units
Batteries in electronic equipment
- Removal and Reinstallation Costs:** The warranty does not cover costs associated with the removal, dismantling, or reinstallation of the product for evaluation. These costs, including labor and materials, are the responsibility of the customer.
- Maintenance and Inspections:** The warranty excludes normal maintenance, cleaning, tuning, and free inspections

(e.g., clogged condensate drains, low batteries, temperature adjustments).

- Product Modifications:** Modifications or adaptations to comply with local technical or safety standards are not considered defects and are not covered under warranty.
- Unauthorized Repairs:** Any repair or opening of the unit by unauthorized personnel, including the user, will void the warranty.
- Water Quality:** Damage caused by foreign matter in water supplies or water that does not meet expected quality standards is not covered.
- Improper Installation:** The warranty does not cover products installed in a manner not in accordance with manufacturer recommendations.
- Non-compliant Operation:** Operating the unit in a way that does not comply with applicable technical or safety regulations in New Zealand is not covered.
- Force Majeure:** Damages or defects caused by force majeure or any other conditions beyond the control of WNZ are excluded from warranty coverage.
- Improper Handling:** The warranty excludes damage from improper handling, neglect, or failure to follow instructions in the WNZ user or service manuals.
- Wear and Tear:** Normal wear and tear of perishable components is not covered.
- Operating Conditions:** Damage due to operating conditions outside the recommended range is not covered.
- Power Supply:** Product failure due to power cuts or surges is not covered. Surge protection is the responsibility of the property owner and may be covered under a building contents insurance policy.

4. MAINTENANCE REQUIREMENT

Regular maintenance must be performed according to the manufacturer's guidelines to maintain warranty coverage. Service records must be kept and provided upon request.

5. CLAIM PROCESS WITH RETURN/ REPAIR JOB NUMBER

- Proof of Purchase:** To validate any claim, evidence must be provided confirming that the relevant product was purchased from WNZ.
- Costs for Removal and Return:** Any costs associated with the removal, replacement, and return of any faulty product are not covered unless prior arrangements have been made with WNZ.
- Claim Process:** To file a warranty claim, contact WNZ with product details, proof of purchase, and a description of the issue. The buyer or authorized dealer must contact WNZ during business hours before any work commences or before returning the product.
- Return/Repair Job Number:** WNZ will issue a Return/Repair Job number. Goods will be returned at the buyer's expense if not accompanied by relevant information.
- Inspection and Repairs:** WNZ will coordinate necessary inspections and repairs through authorized service partners. The product must be returned with the return authorization number to the address indicated by WNZ.

6. WARRANTY REGULATIONS

Warranty services will be furnished only if the product is accompanied by a copy of the original retail dealer's invoice.

Any product eligible for repair or replacement under this warranty will be serviced at WNZ's discretion.

If an inspection of the product by WNZ shows that the defect in question is not covered by the warranty, the inspection costs are payable by the customer.

Products which do not meet the terms of this warranty will be repaired exclusively at the buyer's expense. WNZ will inform the buyer of any such circumstances. If the buyer fails to submit a written repair order within six (6) weeks after notification, WNZ will return the unit C.O.D. including freight and packing. Such costs will also be invoiced when the buyer has sent in a written repair order.

7. LIMITATION OF LIABILITY

The warranty is limited to the original purchaser and is non-transferable.

Liability is limited to the repair or replacement of the product, as per the terms above.

Failure of WNZ to provide proper warranty service does not entitle the buyer to claim consequential damages. In no event shall WNZ's liability exceed the product's invoiced value.