**[1800 42 43 44](tel:001800424344)**





**Warranty**

**Zip Warranty Policy For Hydrotap BD 240**

Warranty information issued by Zip Heaters (Aust) Pty Ltd (“Zip”).

**1. Statutory Warranty.**

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

**2. Standard Warranty.**

In addition to buyers’ rights and remedies under the Australian Consumer Law, every Zip appliance is backed by a standard warranty, offering that if any part should fail within 12 months from the date of installation, except as detailed below, that part will be repaired or replaced free of charge by Zip, its Distributor or Service Provider, provided that:

a) the appliance is installed and used strictly in accordance with the instructions supplied; and

b) any failure is not due to accident, misuse, abuse, unsuitable water conditions, or to any alteration, modification or repair by any party not expressly nominated by Zip.

c) all service under Standard Warranty is carried out only by a Zip Service Technician or an accredited Zip Service Provider.

That standard warranty covers the cost of both parts and labour.

Unless otherwise required by the application of the Australian Consumer Law:

a) no costs are payable by warranty claimants other than any mileage or travelling-time charges incurred by a Zip Service Provider, or the cost of removal, cartage and re-installation of the appliance or any component of the appliance if it needs to be returned for repair to Zip or its Distributor’

b)  the standard warranty does not cover damage resulting from non-operation of the appliance, the use of non-authorised parts, or consequential damage to any other goods, furnishings or property; and

c) no warranty applies to the service life of any water filtration cartridge installed with any appliance, as filter cartridge service life may vary according to water quality and the rate of water consumption.

**3. Extended Warranty.**

In addition to buyers’ rights and remedies under the Australian Consumer Law and the standard warranty described above, specific Zip appliances listed below are also covered by extended warranties. **Zip appliances other than those listed below are covered by the Zip Standard Warranty alone.**

All service under Extended Warranty must be carried out only by a Zip Service Technician or an accredited Zip Service Provider.

**1)    Zip HydroTap under-bench boiling and chilled filtered water systems.**

a)    Zip HydroTap G4 Commercial Models sold after 1 November 2013 are covered by a 5 year warranty comprising 36 month comprehensive parts and labour warranty plus a further 24 month warranty on internal tanks, provided each installation is registered with Zip within 6 months of installation, and provided that filter replacement is carried out at the recommended intervals using only the approved Zip filter cartridges.

**Warranty Enquiries and Claims.**

To register installation, or to make an enquiry as to warranty, buyers should contact: Zip Customer Care, 1800 460 222.

In order to make a claim under warranty, buyers should contact the Service Department of Zip Heaters (Aust) Pty Ltd without delay by telephone, email or post.

Applications for service under warranty should include contact information, nature of fault, date of purchase and the serial number visible on the appliance cabinet.

Any costs incurred by a buyer in lodging a claim are not refundable under warranty.

**Zip Heaters (Aust) Pty Ltd**

ABN 46 000 578 727

**A member of the Zip Industries Group**

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