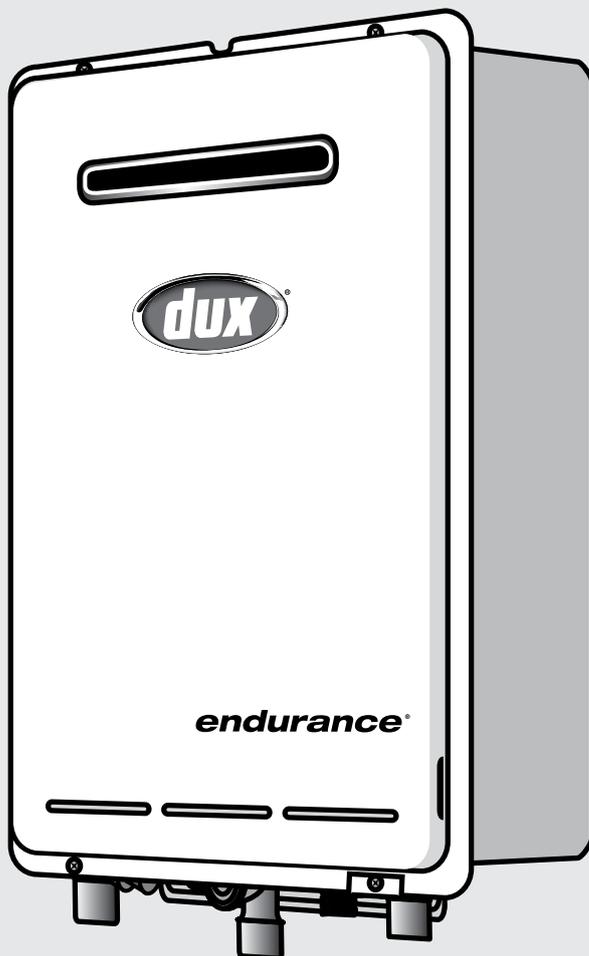




endurance[®]

Endurance Dux Hot Water Unit

Supplied by Dux Manufacturing Limited ("Dux")
Terms of Warranty and Replacement Guarantee



Terms of Warranty and Replacement Guarantee

The benefits provided to you by this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law (“ACL”).

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 for 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.

Domestic Use

All Endurance water heaters manufactured and sold after 1 January 2011 for domestic applications are backed by a comprehensive ten (10) years warranty on the heat exchanger, including three (3) years parts and labour (conditions apply – see below). The terms of the Warranty and replacement guarantee are set out below.

3 Year Comprehensive Warranty

Your Endurance hot water system and its components are covered by a three (3) year parts and labour warranty against defective factory materials or workmanship under normal use. If the Unit fails to conform to this warranty during the applicable period, Dux will replace any failed component or where necessary, replace the unit free of charge including reasonable labour costs incurred in normal business working hours. This warranty period commences from the date of installation providing you have proof of this installation (or purchase) date. Where the date of completion of installation is not known or cannot be proven, then this warranty will commence one (1) month after the date of manufacture (refer to the data label on the unit).

7 Year Replacement Guarantee

If the heat exchanger fails on a Dux hot water unit within a further seven (7) years after the end of the initial three (3) year warranty period, Dux will provide a free replacement hot water unit at the nearest approved Dux agent or Dux office to the owner’s home. Under this replacement guarantee, the transport, installation and labour costs of delivering the replacement hot water unit and removing and replacing the existing hot water unit with the replacement hot water unit will be the responsibility of the owner of the existing hot water unit.

Note: Where the date of completion of installation is not known, then this warranty will commence one (1) month after the date of manufacture (refer to the data label on the Unit).

Commercial Use

1 Year Comprehensive Warranty

For installation in commercial applications, your Endurance hot water system and its components are covered by a one (1) year parts and labour warranty against defective factory materials or workmanship. If the Unit fails to conform to this warranty during the applicable period, Dux will replace any failed component or where necessary, replace the unit free of charge including reasonable labour costs incurred in normal business working hours. The warranty period commences from the date your hot water unit is installed or one (1) years from date of manufacture, whichever occurs first.

Note: Where the date of completion of installation is not known, then this warranty will commence one (1) month after the date of manufacture (refer to the data label on the Unit).

Definitions

Domestic Use:

The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family.

Dux “Domestic Use: Warranty periods apply to:

1. Water heaters installed to supply heated water to domestic dwellings.

2. Water heaters installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 65°C and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems (not including Readyhot).

Commercial Use:

The warranty periods that are allocated under “Commercial Use” are for applications other than domestic use and include premises such as commercial and industrial buildings, cafes, caravan parks and sporting complexes, but not limited to these.

Dux “Commercial Use” warranty applies to:

1. Water heater(s) supplying central shower blocks.
2. Water heater(s) supplying kitchens used for the bulk preparation of food.
3. Water heater(s) delivery temperatures pre-set to exceed 65°C
4. Water heater(s) used in commercial or industrial heating processes.
5. Water heater(s) used in hydronic space heating installations.
6. Any application that uses Dux water heater(s) in conjunction with building flow and return systems (not including Readyhot).
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty and Replacement Guarantee Conditions

This warranty and replacement guarantee only applies to defects which have arisen solely from faulty materials or workmanship in the Unit and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions including excessive water pressure or temperature, or neglect of any kind of the Unit. Alterations or repair of the Unit other than by an accredited and licensed service agent or technician are not covered. Attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Dux are not covered by this extended warranty.

This warranty and replacement guarantee applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 1. The water supply from water utilities is deemed to comply with these requirements.

This warranty and replacement guarantee does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Table 1. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 1 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.

TABLE 1

Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness (as CaCO₃) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO₂ mg/Litre or ppm	Chlorides mg/Litre or ppm
Not Applicable	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	Not Applicable

This warranty applies only to the Unit and does not cover any ancillary plumbing or electrical parts supplied by the installer such as pressure limiting valve, tempering valve, line strainer, stop cocks, non-return valve, electrical switches, pumps or fuses, or faulty installation.

The Unit must be installed by a licensed plumber in accordance with information set out in the Owner's Manual and/or Installer's Guide supplied with the Unit and/or any relevant statutory requirements.

Warranty claims can be made at the point of sale or by posting or faxing a warranty claim to Dux (contact details listed below) within one (1) month of the appearance of a defect. Warranty claims under this extended warranty must include the following details:

- Date of Purchase;
- Location of Purchase;
- Proof of Purchase;
- Contact Details
- Product Serial Number

Contact details

Dux's contact details are as follows:

Business Address:

Dux Manufacturing Limited
Lackey Road
Moss Vale, NSW, 2577
Australia

Telephone:

1300 365 115 (Australia)
0800 729 389 (New Zealand)

Facsimile:

(61 2) 4868 0257

Email:

duxaftersales@gwagroup.com.au

DUX Australia Pty. Ltd. ABN 19 077 879 844

Head Office

Lackey Road
Moss Vale, NSW, 2577
Australia

Tel: (02) 1300 365 115 (Australia)
Tel: (02) 0800 729 389 (New Zealand)



Internet: www.dux.com.au E-mail: enquiry@dux.com.au

National Help Lines

For advice, repairs and service, call;
Tel: 1300 365 115