

Every Drop Counts



Quality Lifecycle Services

As part of our service offering, we are able to offer two types of service; Firstly, a basic warranty service complying to CC law and covering you for five years, and Secondly our Comfort sustainability plan which is an extension of our warranty service giving you a fast resolution time, no bills for consumables when required, and the comfort of knowing that we will prioritise your call, and resolve the issue within a short timeframe.

E-TerraTech will offer warranty services over your asset(s) for a period of two years. This warranty service includes Labour and parts. This implies that when you raise an incident and log this with us, we quickly diagnose the issue and communicate to you how this can be resolved, If it is the manufacturer's fault and cannot be resolved remotely, we will schedule an appointment with you for one of our technicians to address the incident on site. We strive to have your incident on site resolved within 48 hours after you have logged your call with us. If investigation proves to be a non manufacturer's issue(e.g.user fault-drain not cleaned), we will communicate this with you. To resolve the incident we will submit a quote to you for labour and parts if required . The labour fees will include travel time and resolution time. After receipt of your

E-TerraTech

21 Caladenia street, 4068

Indooroopilly QLD

For any queries contact:

Tel mobile: 0402744128

payment, we will schedule a technician to resolve the incident on site. Within the 2 year warranty period, there is one consumable which will need replacing within or just after 2 years from the installation date. This part is the UV light. We will notify you when a replacement is required and quote you for labour and parts. After receipt of payment, we will schedule an appointment for one of our technicians to attend to resolve and close the job..

Besides offering the time and material-based service as above we are able to offer you a service plan, the Comfort Sustainability plan (CSP), that covers your service needs for the five years post installation and commissioning.

This plan includes preventative and corrective service. Simply said the first part is about preventing incidents occurring so reducing downtime and basically prolonging the life of your equipment. So, we schedule an engineer with you every year who cleans the system, tests & adjust controls, replaces parts that may cause an incident, check settings, upgrade Software if required and will assist you in any other query you may have, **The** second part is identical to the reactive mode from the under-warranty service with the difference that we will respond within 1 business day and resolve the issue within 24 hrs from the moment you have logged the incident with us



Warranty

	Basic warranty service	2 years for 1 unit	CSP 3 years for 1 unit
<u>Corrective maintenance</u>			
Response time*:		24 hrs	8 hrs
Resolution time*:		48 hrs	24hrs
Warranty - Parts and labour:		covered	covered
UV service - parts and labour:		Time & Material**	included
Preventative maintenance:		not included	included
fee	\$0		\$1250 ***

E-TerraTech
21 Caladenia street, 4068
Indooroopilly QLD
For any queries contact:
Tel mobile: 0402744128

Beyond the warranty period, we will be proud to service your system for the life expectancy is projected to be 20 years. For further information see under our resources tab--warranty agreement.

* business hours

** based on Quote

*** based on 3 years in advance payment

E-TerraTech
21 Caladenia street, 4068
Indooroopilly QLD
For any queries contact:
Tel mobile: 0402744128