

## WARRANTY

---

### Terms of Warranty

In addition to the warranties implied by the applicable Consumer Laws in Australia and New Zealand, all E-TerraTech products carry the following warranties regardless of domestic or commercial use.

If you have the impression that our product does not function as you may reasonably expect we would like to be informed about this: You can submit your service request via [www.e-terratech.com.au](http://www.e-terratech.com.au) or email [service@e-terratech.com.au](mailto:service@e-terratech.com.au)

### Domestic and Commercial Warranty 2 Years

The warranty obligation only applies to manufacturing defects and/or material defects. The warranty period is after delivery of parts or after repair and is not extended. Within 48 hours of delivery, any surface damage is to be reported. After this one term, this warranty expires.

### Warranty Does Not Cover

- Damage caused by careless use, carelessness, or intentional damage.
- Damage caused by mounting or by the owner if a repair to the product is undertaken.
- Malfunctions due to dirty pipes, calcification, or impurities such as copper and solder residue and/or sand or other metal parts.
- A repair carried out by unauthorised persons or the use of non-original parts.

The service technician will resolve the complaint using insight by repairing the defective parts or by replacing parts. The replacement part, and replacement of those parts, will become the property of Beterbad B.V.

The service technician must always have free and unobstructed access to the room where a product is installed. Waiting hours or delays due to a circumstance that is not caused by the contractor can be assigned to the client and charged.

The liability of Beterbad B.V. is limited to the fulfilment of the conditions set out in these warranty conditions described warranty obligations. B.V. is subject to mandatory legal provisions regarding product liability not liable for damage on the part of the user. If Beterbad BV is liable for any failure in compliance with these warranty conditions, the user only direct damage as a result of that claim is a shortcoming, up to a maximum amount equal to the original purchase price of the product, excluding indirect damage (including financial loss and trading loss). This one warranty condition does not affect the rights or claims of the user under the law.

### Conditions & Limitation of Liability and Warranty:

The warranty applies to purchases in Australia & New Zealand. It applies only to use in Australia & New Zealand. Proof of purchase is required e.g. the original invoice. The warranty periods as stated above apply from the date of purchase, with a 2-year maximum warranty period regardless of any interim rectification. The warranty is not transferable. Products and parts must be installed and used according to Beterbad's assembly instructions and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed before the connection of the tailpipes. A pressure limiting valve must be installed to the water supply and set as outlined in Beterbad's assembly instructions. Acidic, citrus, or alkaline cleaners and cleaners with scouring additives must not be used. Unapproved product modifications will void the warranty. Warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally scratched, blemished, damaged, or otherwise misused. On-site labour warranty is limited to major cities and greater metropolitan areas only. Quoted trip costs may be applicable for locations outside the above mentioned areas.