

**Exegi
Warranty
Booklet
(pro rata)**

**Hot water
Storage
tanks**

MAY 9

Exegi Pty Ltd



EXEGI

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EXEGI HOT WATER STORAGE TANKS PRODUCT WARRANTY

Terms Of Warranty

Upon purchase of an 'Exegi' branded Stainless Steel tank, Exegi Pty Ltd, ABN 41 621 313 620, provides this warranty to the consumer. From this point in this document onwards, Exegi Pty Ltd will be referred to as Exegi.

This warranty does not affect any of the consumers legal rights under the Australian Consumer Law. This warranty is provided by the company to be used in conjunction with all relevant state and national pieces of legislation, including, but not limited to, the Australian Consumer Law. For more information on your rights, please refer to your local state-based consumer rights agency.

Given the Exegi branded tank is installed in accordance with the manufacturer's instructions, and in accordance with the terms and conditions contained within this document, Exegi will happily replace or repair the tank up to a maximum of 15 years from the purchase date of the product. Initially, this replacement or repair will be free or charge, but as the warranty period progresses there will be increasing costs that will be born by the consumer. Full details of the pro rata warranty are contained within this document in the section titled 'Warranty periods' which starts on page 5.

For the first 12 months from the date of purchase, should Exegi determine the defect identified in a warranty claim to be a valid defect covered by the warranty, Exegi will itself organize for these parts to be inspected, and will arrange for necessary replacement or repair where all relevant conditions are met.

After the first 12 months, up until the end of the warranty period, the customer should engage a licensed plumber, who in turn will liaise with Exegi regarding the warranty claim. The licensed plumber and Exegi together will determine the

validity of any warranty claims, and the best way to remedy the legitimate warranty claims.

In order to make a warranty claim, the product owner or someone acting on their behalf should contact Exegi as soon as they become aware of an issue with the product. Failure to act within a reasonable period of time may cause further issues and may void the warranty.

When making a warranty claim, the consumer must have; invoices/receipts for the products, or other proof of ownership, and; details of serial numbers/batch numbers for the product of which the warranty claim relates to, and; proof of professional installation of the product by a licensed plumber.

The warranty period commences from the date of purchase of the Exegi tank. In the event the proof of purchase cannot be provided, the warranty period commences from 6 weeks after the manufacturing date of the product.

In order to lodge a claim under this warranty, please contact Exegi either by telephone or by emailing warranties@exegi.com.au. Email is our preference for all claims as it creates a trail of documentation for future reference. This is beneficial for all parties involved. When emailing us, please provide us with copies of all documents mentioned above, this will help expedite the warranty process.

Warranty Periods

These warranty periods are specifically for manufacturing defects and thus cover issues arising from defective materials and/or defective workmanship. As previously mentioned, Exegi will choose to either refund, repair or replace either part of, or all of any Exegi tank which is determined to be defective during the periods outlined below, and that meets the warranty conditions outlined in this document.

Please Note – only products and parts supplied by Exegi are covered by this warranty. There are likely to be other products involved in the installation of your tank, these are not covered by this warranty document, but may be covered by their own individual warranties, please check with your plumber to determine the warranties of these other products.

Use the tables below to determine the warranty for any Exegi tank. The first table provides total maximum warranties for an Exegi tank, the second table provides a detailed break down of the pro-rata warranty, and what is covered in each year. You will find definitions of important terms, and warranty calculation examples on the pages after the tables.

Table 1 – Pro Rata Warranty Durations

Total maximum pro-rata warranty durations for Exegi duplex Stainless-steel tanks			
		Storage tanks	Components
Domestic Use	Parts	15	1
	Labour	3	1
Commercial Use	Parts	8	1
	Labour	2	1

Table 1 is to be used in conjunctions with table 2 - “warranty cover by year”

Table 2 – Warranty Cover By Year

Domestic use pro-rata warranty details			
	Warranty tank	Warranty labour	Warranty components
<i>Year 1</i>	100%	100%	100%
<i>Year 2</i>	100%	100%	0%
<i>Year 3</i>	100%	100%	0%
<i>Year 4</i>	100%	0%	0%
<i>Year 5</i>	80%	0%	0%
<i>Year 6</i>	70%	0%	0%
<i>Year 7</i>	60%	0%	0%
<i>Year 8</i>	50%	0%	0%
<i>Year 9</i>	45%	0%	0%
<i>Year 10</i>	45%	0%	0%
<i>Year 11</i>	40%	0%	0%
<i>Year 12</i>	40%	0%	0%
<i>Year 13</i>	35%	0%	0%
<i>Year 14</i>	35%	0%	0%
<i>Year 15</i>	35%	0%	0%
Commercial use pro-rata warranty detail			
	Warranty Tank	Warranty labour	Warranty components
<i>Year 1</i>	100%	100%	100%
<i>Year 2</i>	100%	100%	0%
<i>Year 3</i>	100%	0%	0%
<i>Year 4</i>	70%	0%	0%
<i>Year 5</i>	60%	0%	0%
<i>Year 6</i>	50%	0%	0%
<i>Year 7</i>	40%	0%	0%
<i>Year 8</i>	35%	0%	0%

The warranty percentage figure in table 2 represents the warranty cover as a percentage of the retail value of a replacement tank at the time of the claim. i.e where a tank has a 70% warranty remaining, the customer will pay 30% of cost of a new tank based on the current Exegi retail price list.

Calculating warranty amounts payable by customer:

Where a warranty claim is approved and a replacement/repair is required, table 1 and table 2 outline that there is an initial period where both the tank and the labour are covered by Exegi. After this initial period, there is a tapered warranty period where the customer begins paying contributions towards replacement products/repair costs. The percentage figures in table 2 show how much of a warranty there is remaining on each item, or in other words what discount you would apply to the retail price of a product if it needed replacing under the warranty. The example below shows how this works in practice:

Warranty Example:

“A customer’s tank starts leaking after 6 years. Exegi determine that the tank has been used domestically, and that there is nothing wrong with the installation/maintenance of the tank, so a warranty is approved.

Using the tables on the previous pages, we can see that on year 6 of a domestic warranty there is 70% warranty remaining on the tank. At the time of the leak starting, the retail price of the tank was \$2,000 so the customer is covered up to \$1,400 toward the cost of the new tank.

In this example, the customer pays just \$600 towards the cost of a brand new Duplex tank. The customer pays a plumber to install the new tank, because the labour is no longer covered at year 6”

DEFINITIONS

Domestic use:

The Exegi 'Domestic use' warranty applies where an appropriately sized hot water tank is under the typical hot water demands of an average single-family dwelling using the tank only to heat water for normal domestic tasks where hot water is required. 'Domestic use' only covers the supply of hot water to hot water outlets such as taps and showers, and not where the water is used for other purposes such as transferring heat to other thermal masses such as swimming pools, radiators, concrete slabs etc.

'Domestic use' can be extended to cover other situations including some commercial situations outside of a typical domestic setting, but only where the tank is used in the same manner and is under the same demands that it would be in a typical domestic situation. For example, hotels, retirement villages, tiny homes, mobile homes etc, can be included under 'domestic use' where the tank is installed in isolation and is not as a component part of a larger bulk hot water system.

Commercial use:

The Exegi 'Commercial use' warranty applies to all situations where the hot water tank is not used in a 'domestic use' scenario as described earlier in these definitions. In other words, where increased demands are placed on the tank.

Some examples of these increased demand situations are outlined below, but 'commercial use' is very broad, and as such the definition is not limited to the following examples.

'Commercial use' can be hotels, warehouses, factories, office buildings, public or private facilities with toilets and showers, or even in private residential settings.

The 'Commercial use' warranty applies to where an Exegi tank is used in one of the following situations:

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- (a) Exegi tanks used in commercial (or otherwise non-residential) buildings with Centralised shower blocks
 - (b) Exegi tanks used in commercial (or otherwise non-residential) buildings using hot water, where the demands are greater than in a 'domestic use' situation
 - (c) Exegi tanks used in centralised bulk hot water system –tanks often form component parts of these systems.
 - (d) Exegi tanks used in hydronic heating applications, whether or not the tanks primary purpose is to provide domestic hot water.
 - (e) Exegi tanks used in any other heating applications, whether or not the tanks primary purpose is to provide domestic hot water. Other heating applications could included but are not limited to: swimming pools, space heating, commercial/industrial heating.
 - (f) Exegi tanks used in heating or pre-heating liquids specifically to be used for cleaning/sterilising.

Components:

The Exegi warranty on components applies only to the components supplied by Exegi with the purchase of the hot water tank. There may be separate warranties for the components used during the installation that were not supplied by with the hot water tank, please check with the installer to determine what warranties apply and which components were supplied with the hot water tank. The warranty does not extend to cover an associated parts that a plumber or electrician, or any other installer may have used during the installation of the system.

'Components' covered by this warranty include the following, but only if the following were supply by Exegi with the purchase of the tank:

- (a) Pumps and controllers (including their housings and enclosures)
- (b) Valves (such as tempering valves, ptr valves, non-return valves)
- (c) Electrical Elements and thermostats
- (d) Sacrificial Anodes (where applicable)

Labour:

The Exegi 'labour' warranty covers basic on-site installation costs directly associated with a standard installation of the product by a local qualified professional. The 'labour' warranty covers the disconnection and reconnection of fittings associated with the standard installation when replacing any part or parts that are deemed to be covered by the warranty, and where there is still a 'labour' component of the warranty still covered by Exegi. The 'labour' definition covers both the plumbing and electrical labour that may be required to carry out the above works in accordance with relevant legislation.

The extent of the labour component of the warranty directly correlates to the design of the Exegi hot water tank. For example, a tank with 7 ports for plumbing connections, the 'labour' warranty covers the disconnections and reconnections to that number of ports only. The warranty does not cover excessive amounts of labour or specialist equipment that may be required in a more complicated system design or for an inaccessible tank. Exegi will make the determination as to what is excessive with respect to labour costs.

As outlined above, the warranty covers a number of basic plumbing connections. The warranty does not cover any labour or works required to access the tank or the ports or plumbing connections – the tank, ports and connections should be accessible for easy access of the qualified professional to perform warranty work. If there are any parts of any building or structure, or pipework, or any other obstruction that needs to be moved or removed prior to accessing the tank for warranty work, these additional works will not be covered by the warranty. The tank and its installation should be carefully considered to allow for warranty work to take place easily in the unlikely event that such work is required.

WARRANTY CONDITIONS

- (1) This warranty applies to and covers all Exegi products manufactured up until the date that another version of the warranty document is written. Please check with Exegi prior to purchasing a tank to see if there is a more up to date warranty document. Warranty documents will be available online at www.exegi.com.au.
- (2) This warranty applies to original, genuine Exegi branded tanks installed in their original locations.
- (3) Warranty claims must be initiated as soon as any potential major or minor defect is discovered with the Exegi branded tank. Any undue delay could cause further damage, which may not be covered by the warranty.
- (4) Exegi provide a warranty for the hot water tank and relevant components only, and to the extent permissible by law, the warranty does not cover any consequential loss or damage whether direct or indirect that may occur as a result of a failure of the product. The warranty does not cover damage to fixtures, fittings or any other part of any domestic or residential building including but not limited to roofing, flooring, foundations, insulation, electrical items, plaster, structural materials, carpets, furniture, or any other items that may be located inside or outside of an installation location.
- (5) Should a product or part be determined to be covered by the warranty, then Exegi makes the decision as to whether that product or part be replaced or repaired. Any costs associated with this decision shall be attributed to either the customer or to Exegi in accordance with the warranty periods outlined in this document.
- (6) Once a product or part be determined to be covered by the warranty is either replaced or repaired by Exegi, the repaired or replacement part does not have a new warranty. Any repaired or replacement parts carry with them the remainder of the warranty of the original product, and are covered by the warranty to the extent outlined in the warranty document which was relevant to that product at the original date of purchase.
- (7) Exegi does not control where all the Exegi branded hot water tanks are installed, and the person purchasing the product needs to consider any service

work or call outs that may be required when dealing with any warranty work or potential warranty work. Where labour costs are payable by Exegi under this warranty, Exegi will cover up to 25km travel distance from the main distribution centre for the Exegi branded tanks, or 25km travel distance from the office of a retailer of the Exegi branded tanks. Outside of these distances, travel expenses and call out charges will be the responsibility of the customer.

- (8) Exegi does not control where all the Exegi branded hot water tanks are installed, and the person purchasing the product needs to consider that freight may be required in the event of tank being replaced or other required parts being transported. Where Exegi makes the decision to replace a product rather than repair it. Exegi covers reasonable freight costs for up to 25km from either the main distribution centre for the Exegi branded tanks or 10km from the main office or display location of the Exegi branded tanks . For freight outside of these distances, the customer is responsible to pay freight (both ways if parts are to be returned to Exegi). In the case of a customer paying for freight, Exegi is willing to pay for transport to a freight depot of the customer's choice within 25km of the main distribution centre for the Exegi branded tanks.
- (9) All products relevant to this warranty must be easy to access and safe to access at any time any individual acting on Exegi's behalf requires access. The warranty does not cover any labour or works required to access or make access safe with regard to the tank or the ports or any plumbing connections. Where there are any expenses relating to access or safety, these shall be the responsibility of the owner of the Exegi tank. For example, if there are any parts of any building or structure, or pipework, or any other obstruction that needs to be moved or removed prior to accessing the tank for warranty work, these additional works will not be covered by the warranty. The tank and its installation should be carefully considered to allow for warranty work to take place easily in the unlikely event that such work is required
- (10) Where Exegi determines that a product or part is not covered by the warranty, and where costs have been incurred for accessing the fault or perceived fault, then these costs are the responsibility of the customer or those acting on the customers behalf.

WARRANTY EXCLUSIONS

To the extent permissible by law, the following are the exclusions to the warranty offered on this product. And where a warranty exclusion is applicable and any work has been carried out, the cost of that work becomes the responsibility of the customer.

(1) There are a number of factors that could lead to minor or major defects with an aspect of a hot water system or minor or major defects with the hot water tank itself. As such the effects of a number of factors that are not covered by Exegi under this warranty, including, but not limited to the following list:

- (a) Damage caused during transportation (including manual or mechanical handling) of the hot water system
- (b) Damage caused during the storage of the hot water system (after the hot water system has left the Exegi main storage facility.
- (c) Damage caused during installation of the hot water system
- (d) Any accidental or deliberate damage caused by any individual, animal, weather events, or by any 'Act of God' after the installation of the hot water system.
- (e) Failure to install the hot water system in accordance with installation manual. This includes all plumbing work, overtightening or incorrect tightening of plumbing fittings, the use of unapproved parts or incorrect fittings, the effects of any pressure or negative pressure (vacuum), or the effects of frost or freezing of pipework or that may have had an impact on the hot water tank. It also includes any work, modifications, repairs, addition of non-standard or unapproved parts, that occur after original installation date.
- (f) Failure of any plumbing work or electrical work associated with the hot water system, and the effects of these associated failures on the hot water tank.
- (g) Failure of any water supply or electrical supply associated with the hot water system.

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- (h) Failure to maintain the hot water system in accordance with the installation or user manual. This may include but not limited to the maintenance of any additive or additives added to the water to the protect the tank or it's coil, maintenance of any anodes installed in the tank, failure to maintain adequate supply of water of an adequate quality to the hot water system.
 - (i) Any abnormal use of the tank for purposes other than those outlined in this document or in the installation manual or user manual. For example, using the hot water tank outside of the acceptable temperature range, with unapproved liquids, or so that tank is not full of water during operation, or any other abnormal use or installation factor that may cause stresses and strains other than those expected under normal operation.
 - (j) Cosmetic imperfections which do not affect the performance of the hot water system.
 - (k) Fair wear and tear of the hot water tank, including corrosion, abrasion, scratching (taking into consideration the age, environment and location) of the hot water tank.

(2) There are a number of specific **water quality and water pressure** factors that could lead to minor or major defects with an aspect of a hot water system or minor or major defects with the hot water tank itself. As such the effects of a number of factors that are not covered by Exegi under this warranty, including, but not limited to the following list:

- (a) Water pressure of above 700kpa being allowed to be present inside the hot water storage tank.
- (b) Any negative pressure (vacuum) being allowed to be present inside the hot water storage tank
- (c) Water temperatures above 75 degrees Celsius being allowed to be present inside the hot water storage tank.

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- (d) Any untreated water supplies of unknown water quality, such as water originating from spring, bores, rivers or dams being allowed to be present inside the hot water storage tank
 - (e) Any water supplies outside of the water quality parameters outlined below, or any water not suitable for human consumption being allowed to be present inside the hot water storage tank
 - (f) **Water quality parameters**
 - (i) **Total Dissolved solids** must be less than 600 ppm
 - (ii) **Total Calcium hardness** must be less than 200 ppm
 - (iii) **Chlorides** must be less than 250 ppm
 - (iv) **Magnesium** must be less than 10 ppm
 - (v) **PH levels** must be between 6 and 8.5
 - (g) Any waterborne solids being allowed to accumulate inside the hot water tank. Such as sediment, dirt, dust, sludge, organic materials, or any other solids

For any further information, please contact Exegi or visit

www.exegi.com.au





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