

10. Warranty



Refer to the EvoHeat website for warranty details

- Australia: <https://evoheat.com.au/warranty-terms/>
- South East Asia: <http://evoheat.com.sg/warranty/>

1. Warranty terms are from date of purchase.
2. This warranty excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, incompetent installation, any fault not attributable to faulty manufacture or parts, any modifications which affect the reliability or performance of the unit.
3. This warranty does not cover the following:
 - a) Natural Disasters (hail, lightening, flood, fire etc.)
 - b) Damage resulting from any animal or creature (including vermin, reptiles and insects)
 - c) Rust or damage to exterior coatings, materials, and cabinet caused by corrosive atmosphere or weather/environmental conditions
 - d) When serviced by an unauthorized person without the permission of Evo Industries
 - e) When a unit is installed by an unqualified person
 - f) When failure occurs due to improper or incorrect installation
 - g) Where failure occurs due to failure of any other equipment connected in relation with the EvoHeat unit (e.g. power supply)
 - h) Where failure occurs due to improper maintenance or misuse (refer Operating Instructions)
 - i) Where the unit has not had its three-year general maintenance service performed by a certified plumber. Proof of this service will be required for warranty claims beyond three years.
 - j) 'No Fault Found' service calls where the perceived problem is explained within the operation instructions.
 - k) Costs associated with delivery, handling, freighting, or damage to the product in transit.
 - l) Where the unit has been relocated from its originally installed location
4. If warranty service is required, you should:
 - a. Contact Evo Industries Australia on 1300 859 933 or via our Contact page on our web site
 - b. Provide a copy of your receipt as proof of purchase
 - a. Have completed the online Service Request Form via the website www.evoheat.com.au/service-request/
5. Onsite technical service is available within the normal operating area of your Evo Authorised Service Agents. Service outside this area will incur a traveling fee.
6. Unless otherwise specified to the purchaser, the benefits conferred by this express warranty and additional to all other conditions, warranties, rights and remedies expressed or implied by the Trade Practices Act 1974 and similar consumer protection provisions contained in legislation of the States and Territories and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

REGISTER YOUR WARRANTY

EvoHeat highly recommend customers complete their warranty details online to ensure efficient warranty claim processing.

To register your warranty, scan our QR Code or head to our website and fill in the Warranty Registration Form: <https://evoheat.com.au/warranty-registration/>

