

Robert Bosch (Australia) Pty Ltd Thermotechnology Division

Voluntary Repair or Replacement Warranty

Applicable for purchases after 1st April 2016

See table at back for applicable models

All Bosch products are carefully checked, tested and certified to Australian and New Zealand standards.

Important Note: Mandatory Australian Consumer Law statement

If you have purchased your product in Australia, you should be aware that:

*This warranty is provided **in addition to** other rights and remedies held by a consumer at law. 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.*

Important Note: New Zealand law

If you have purchased your product in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the *Consumer Guarantees Act 1993 NZ*, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the *Consumer Guarantees Act 1993 NZ* in respect of your product.

Warranty

Bosch warrants, at its option, to repair or replace those Bosch water heater products specified in the product table on the last page of this warranty (**Products**) if such Products are faulty or defective in manufacture or materials during the relevant Product warranty period.

The warranty period commences on the date of purchase. If the date of original purchase cannot be determined, then the warranty period will commence six (6) months after the date of manufacture stamped on the Product. Bosch may require evidence to verify the date of purchase.

This warranty only covers repair or replacement of defective Products (including labour costs where indicated). It does not cover:

- any costs incurred by the end user in normal or scheduled maintenance of the Products; or
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty. Any end user concerned with this exclusion should consider the "*Important Note: Mandatory Australian Consumer Law statement*" above.

Warranty Period and Coverage

The warranty periods for the Products vary according to the particular class. The respective warranty periods are specified in the product table on the last page of this warranty.

For "Parts only" warranty, the end user will be charged for service call costs and service technician fees in effecting the replacement.

For valid claims within "Parts & Labour" warranty periods, the end user will not be charged for costs associated with making a warranty claim, including service call costs, any service technician fees or the cost of replacement parts and freight, provided that:

- the Product is located within the usual operating area of an authorised service technician; and
- the Product has been installed according to the installation instructions so as to provide adequate service access.

If the Product is not located within the usual operating area of an authorised service technician, the end user will be required to pay the service call costs associated with a service call under this voluntary warranty.

Notwithstanding the above, if the Product has not been installed in accordance with the installation instructions in regards to access, or has been otherwise installed in location where service access is difficult, the end user will be required to pay charges associated with the difficult access. This includes, but is not limited to, the removal of walls or doors to gain access and the use of specialised equipment to move the Product or components to safe working levels. Where the Product cannot be safely accessed, Bosch may refuse to service the Product under this voluntary warranty.

For invalid claims under this voluntary warranty, the end user will be liable for the costs of making the warranty claim including any service call costs.

Warranty Conditions

This voluntary warranty is subject to the following conditions:

- The Product must have been installed and correctly commissioned by an authorised and licensed installer in compliance with applicable Australian Plumbing and Gas Standards. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this voluntary warranty and may be rejected by Bosch.
- Where a Product or part thereof is replaced or repaired under this voluntary warranty, the balance of the original voluntary warranty will apply. The replacement Product or part does not carry a new voluntary warranty.
- The Product must have its original serial numbers and rating labels intact.
- The warranty does not extend to any Products that have been completely or partially disassembled.
- These warranty terms cannot be amended except in writing by an authorised officer of Bosch.
- The warranty only applies to Products installed for an end user in Australia or New Zealand and purchased from Bosch or from a reseller where the Products have been originally sold by Bosch.
- Any claim made under this voluntary warranty meets the requirements set out below in the "How to Make a Warranty Claim" section.

Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- due to storage, handling or installation of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care, including installation of a Product which is of inappropriate size or type for the intended purpose;
- due to operation, use or maintenance of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care, including use of the Products with faulty or unsuitable plumbing, water pressure, power or gas supply;
- due to accidental damage or use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the products outside the specified or normal operating ranges for such Products;

- as a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents or because of use of non-potable water or bore water in the Product or damage as result of an Act of Nature including but not limited to storms, fires, floods and lightning strikes;
- from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products or where the damage is only to surface coating, varnish or enamel;
- as a result of repairs, alterations or modifications to the Product which have been performed by a person who is not suitably qualified and experienced to perform works on the Products; or
- from the use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of Product.

This voluntary warranty does not apply to damage that has been caused by continued use of a Product after it is known, or would have been known with regular servicing, it is defective.

Failure to service Products in accordance with recommendations in instruction manuals for Products may result in a warranty claim under this voluntary warranty being rejected by Bosch. Bosch alerts end users that instruction manuals for Products contain specific recommendations for servicing and safety checks to be carried out on Products.

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch's Customer Service line in Australia on ph: 1300 307 037 or in New Zealand on ph: 0800 543 352.

How to Make a Warranty Claim

If a Product fails within the warranty period, the end user must stop using the Product and make a claim as soon as possible, in any event before the end of the Warranty Period (see Deadlines for Submitting Warranty Claims below).

To make a warranty claim under this voluntary warranty, call the Bosch Customer Contact Centre (in Australia on ph: 1300 307 037 or in New Zealand on ph: 0800 543 352). Please be ready to provide the model and serial number, date of installation, purchase details and a full description of the problem. Alternatively, for claims in Australia, you can post details of your claim to Robert Bosch (Aust) Pty Ltd, Attn TT Warranty Department, Locked Bag 66, Clayton Sth, Victoria, 3169. Claims received by post will take longer to process and we encourage you to call. Bosch may refer you to one of its Bosch Warranty Authorised Service Dealers.

Proof of purchase and purchase date, as well as proof of installation and proper commissioning by a licensed installer, may be required by Bosch or an authorised service technician.

All warranty service calls will be conducted by an authorised service technician during normal business hours. Bosch will not accept claims under this voluntary warranty for attendance and repair of the Product by third parties not authorised by Bosch.

Deadlines for Submitting Warranty Claims

Bosch aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all warranty claims are promptly submitted to Bosch as soon as the product fails, and in any event before the end of the warranty period.

Product Liability and Product Safety

Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

Privacy

Bosch is required to seek personal information from an end user who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or any authorised service technician (who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch) for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch's products and services (**Purpose**).

If an end user does not wish to provide Bosch and/or its authorised service technician with personal information, Bosch may be unable to process the end user's warranty claim or to provide the end user with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian *Privacy Act 1988* (Cth) (as amended) and New Zealand's Information Privacy Principles described in the *Privacy Act 1993* (NZ).

Bosch takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorized persons or unauthorized disclosure.

Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end user has the right to access the personal information Bosch or its authorised service technician hold about them. The end user can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

Bosch Contact Details

This warranty is offered by Robert Bosch (Australia) Pty Ltd (ACN 004 315 628) of 1555 Centre Road, Clayton, Victoria 3168. Please call the Customer Contact Centre on 1300 30 70 37 in Australia or 0800 543 352 in New Zealand if you have any queries in relation to this warranty or contact us using the online form at www.bosch-climate.com.au.

Bosch Product List and Respective Warranty Periods

The following is a list of the classes of products sold by Bosch which are covered by this voluntary warranty, and the warranty periods which apply in each case. The warranty period is subject otherwise to the specific terms referred to in the main body of the warranty under the heading "Warranty Periods".

Updated October 2020

Product Group	detailed description	Usage	Parts	Labour	Heat Exchanger
OptiFlow Units					
OptiFlow	Bluetooth & Professional	Domestic	3 year	3 years	12 years
OptiFlow	Bluetooth & Professional	Commercial	1 year	1 year	1 year
Highflow Units		Applications	Parts	Labour	Heat Exchanger
Highflow	70 & 80 series (including 26 eco + and condensing)	Domestic	3 years	3 years	10 years
Highflow		Commercial	1 year	1 year	5 years
KM3211 WH including Q	KM3211	Domestic	3 years	3 years	10 years
KM3211 WH including Q		Commercial	2 year	2 year	5 year
BC 3200 RA	BC3200	Domestic	3 years	3 years	10 years
BC 3200 RA		Commercial	2 year	2 year	5 year
Storage Products		Applications	Parts	Labour	Cylinder
Tronic 1000T	Electric Storage	Domestic	3 year	3 year	7 year
Tronic 1000T		Commercial	N/A	N/A	N/A
Mechanical units		Applications	Parts	Labour	Heat Exchanger
Hydropower	External HydroPower	Domestic	2 year	2 year	10 year
Hydropower		Commercial	1 year	1 year	1 year
Pilot operated	External Pilot model	Domestic	2 year	2 year	10 year
Pilot operated		Commercial	1 year	1 year	1 year
GWH internal compact	Internal Compact	Domestic	2 year	2 year	10 year
GWH internal compact		Commercial	1 year	1 year	1 year
Boiler products		Applications	Parts	Labour	Heat Exchanger
Condens 5000 boiler	18 kW	Domestic	2 year	2 year	5 year
Condens 5000 boiler		Commercial	1 year	1 year	1 year
Condens 5000 boiler	30 kW	Domestic	2 year	2 year	5 year
Condens 5000 boiler		Commercial	1 year	1 year	1 year
Condens 5000 combi boilers	37 kW	Domestic	2 year	2 year	5 year

Condens 5000 combi boilers	37kW	Commercial	1 year	1 year	1 year
Condens 5000W Commercial	GB162	Commercial	2 year	2 year	5 year (Part only)
Gaz 6000W Boiler	30 kW	Domestic	1 year	1 year	5 year
Gaz 6000W Boiler	30 kW	Commercial	N/A	N/A	N/A
Radiator Panels		Domestic	8 year	N/A	
Radiator Panels		Commercial	1 year	N/A	
Heat Pump Products		Applications	Parts	Labour	Tank
Compress 3000 Hot Water Heat Pump	Hot Water	Domestic	2 years	2 years	5 years
Compress 3000 Hot Water Heat Pump		Commercial	1 year	1 year	1 year
Compress 3000 Air to Water Heat Pump	Heating	Domestic	2 years	2 years	-
Compress 3000 Air to Water Heat Pump		Commercial	N/A	N/A	N/A

"Parts & Labour" means free of charge repair and/or replacement, including labour.

"Parts only" means a replacement heat exchanger, free of charge. All installation and repair labour costs are the responsibility of the owner.

"Domestic use" warranty period applies to Products installed to supply hot water for use by individuals in domestic dwellings. For products used for all other uses, the commercial use warranty period will apply. This includes, without limitation, installations such as centralised or bulk hot systems, hotels, sporting complexes, caravan parks, laundry facilities, restaurants and cafes.