

## Terms and Conditions of warranty

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1. For all warranty issues please contact iStore on 1300 515 636 or email [info@istore.net.au](mailto:info@istore.net.au).
2. This warranty is effective for all iStore hot water systems manufactured and installed after 1st October 2022.
3. If the customer has not paid in full for the iStore hot water system then this warranty does not apply.
4. iStore hot water system and its components are covered by a warranty against defective factory parts or workmanship from the date the iStore hot water system is installed for the relevant period for such component as outlined in Table 1 - warranty Periods. If the date of installation is unknown, the warranty commences one (1) Month after the date of manufacture.
5. This warranty is for normal domestic use of the iStore hot water system only.
6. To the extent a claim falls under the "Parts Only" warranty Period the warranty covers the replacement only of such failed component in the iStore hot water system free of charge. Subject to an area within a 30-kilometre radius of the iStore Branch or Authorised Distributor from where the unit was purchased. Customers outside this area will be subject to any freight costs and any travelling charges incurred by the iStore representative carrying out the rectification. "Parts Only" warranty period excludes labour.
7. To the extent a claim falls under the "Parts and Labour" warranty Period, the warranty covers the repair and/or replacement of such failed component in the iStore hot water system and any associated labour costs free of charge. Subject to an area within a 30-kilometre radius of the iStore Branch or Authorised Distributor from where the unit was purchased. Customers outside this area will be subject to any freight costs and any travelling charges incurred by the iStore representative carrying out the rectification.
8. The decision to repair or replace the component the subject of the warranty will be entirely at the discretion of iStore.
9. Where a iStore hot water system or a component thereto is repaired or replaced by iStore, the balance of any original warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.
10. Upon installation of the iStore hot water system, it is the consumer's responsibility to register their warranty on-line [www.istore.net.au/warranty-registration](http://www.istore.net.au/warranty-registration). Consumer must provide the following detail - home OWNER'S detail, product model number, product installation date, product serial numbers, licensed plumber contact details. Once you have successfully completed the on-line registration form, you will be notified of successful warranty registration. If you do not have access to the internet, please contact iStore on 1300 515 636 to register your warranty. To be eligible to make a claim under this warranty, consumer must register their warranty within 6 weeks of the installation.
11. The iStore hot water system must be installed in accordance with iStore's installation instructions, and all relevant local, state and national statutory requirements, including but not limited to, AS/NZS 35004 & 5, AS/NZ S5601, AS/NZS 3000 and AS/NZS 2712.

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12. Installation must be completed by licensed plumbers and electricians that are licensed in the State or Territory in which the installation is completed. Installation must include all relevant valves as required by federal/state regulations & shall incorporate a 500kPa Pressure Reduction Valve. Installation of a Pressure Limiting Valve does not comply with manufactures installation instructions. Failure to incorporate a 500kPa Pressure Reduction Valve will void this warranty.
13. The electrical system components must be installed in a domestic application and connected to a 240V power supply by a qualified electrician in accordance with AS/NZS 3000.
14. iStore reserves the right to alter the design, components or construction to its iStore hot water system. Such alterations shall not constitute a defect in design or construction under this warranty. See warranty Table on next page.
15. Any claim under this warranty must include full details of the defect and/or damage to the iStore System. All claims must be made within one (1) month of detection of the defect.
16. Dated proof of purchase is required prior to commencement of any work under this warranty. This warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from: (a) accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind; (b) incorrect or improper installation of the iStore hot water system, including but not limited to, installation otherwise than in accordance with the instructions contained in the installation manual supplied by iStore or incorrect system selection; (c) alteration or repair of the iStore hot water system other than by a licensed plumber/electrician/refrigeration mechanic or by an approved iStore agent; (d) attachment of any parts or accessories other than those manufactured or approved by iStore; (e) freezing in regions with minimum temperatures below -10°C; (f) the power supply to the iStore hot water system being cut; (g) power surges; (h) animals, birds and/or rodents; (i) excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere, faulty plumbing and/or electrical wiring; (j) sludge/sediment as a result of connection to a water supply from unfiltered or treated sources i.e. spring, dam, bore, river or town supply from a bore; (k) contamination and corrosion from particles in the water supply; (l) serial tags/stickers on any of the components being removed or defaced; (m) the iStore hot water system being relocated from its original point of installation; (n) the water stored in the cylinder exceeding at any time the following levels: (o) If penetrations are made through the tank skin by the installer, warranty will be void immediately; (p) Damage caused by transport; (q) if the system has been re-installed at a location other than the original location.

Total hardness	200 mg/litre or p.p.m
Total dissolved solids	600 mg/litre or p.p.m
Electrical conductivity	850 $\mu$ S/cm
Chloride	250 mg/litre or p.p.m
Magnesium	10 mg/litre or p.p.m
Sodium	150 mg/litre or p.p.m
pH	Min 6.5 to Max 8.5

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17. iStore does not warrant any work conducted by a third-party installer of the iStore hot water system.
18. This warranty only applies to the iStore hot water system and its components and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the iStore hot water system.
19. To the extent permitted by law, iStore shall not be liable under this warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings. Or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the iStore hot water system or any other matter related to the system or its operation.
20. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the iStore hot water system, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this warranty has the effect of excluding, restricting or modifying those rights.
21. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.
22. 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 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.
23. iStore strongly recommends that the consumer update their household insurance policy.

## Component warranty Table

This warranty is effective for all iStore hot water systems manufactured and installed after 1st October 2022.

COMPONENT	warranty PERIOD (Parts Only)	warranty PERIOD (Parts and Labour)
iStore Glass Lined Tank	5 years	5 year
Refrigeration	5 years	5 years
Electrical (controller and sensor leads)	5 years	5 years
Sacrificial Anode & PTR valve	1 year	1 year
Consumable Items	1 year	1 year