

# Warranty

---

Latest Info



## WARRANTY CONDITIONS

This warranty applies to the products sold by Central Heating New Zealand (CHNZ). CHNZ warrants to the customer (the customer being the end user of the product(s)) that:

1. Subject to paragraphs 2 – 8 below, the product is free from manufacturing defects for the period specified in the table below for that type of product, commencing from the date of the product is purchased. CHNZ will replace or repair (at CHNZ's discretion) any parts proved to CHNZ's satisfaction to be defective, at CHNZ's cost.
2. This warranty is provided subject to the following conditions:
  - The appliance/system has been installed correctly, used, and maintained in accordance with the installation and user manuals; and has not been tampered with, modified or otherwise subjected to misuse, neglect or damage.
  - Equipment must be adequately protected from the elements or damage from other outside sources. The appliance/system has not been taken apart or repaired by anyone other than qualified service personnel.
  - The system has been serviced as recommended in the manufacturer's instructions.
  - If the cylinder (if installed) fails within the warranty period, we require a water quality survey to be provided. The warranty will not apply to any defect caused in a cylinder caused by water quality issues (as shown in the water quality survey).
  - Repair or replacement of the boiler or any parts under this warranty does not lengthen or renew the warranty period.
  - The warranty will apply only to CHNZ design or approved system design.

## WARRANTY EXCLUSIONS

3. Consequential losses: All other warranties and liability of CHNZ for any loss or damage, direct or consequential suffered as a result of defective products are expressly excluded.
4. Labour, travel and administrative costs:
  - CHNZ does not accept liability for any labour, travel or administrative costs associated with replacement of faulty parts unless:
    - the customer proves to CHNZ's satisfaction (at CHNZ's sole discretion) that system is not fit for purpose; or
    - otherwise agreed in writing by CHNZ.
  - If CHNZ does accept liability for labour, travel or administrative costs associated with replacement of faulty parts, then CHNZ's liability will be limited to:
    - Two hours of travel, charged at \$90 [plus/ inclusive GST] per hour; and
    - Ten hours of labour, charged at \$90 [plus/ inclusive GST] per hour.
  - Any agreed amount will be in the form of a credit to your account with CHNZ
  - CHNZ does not accept liability for any additional:
    - labour costs due to difficult access to the product;
    - costs due to difficult access to the product and equipment installed in restricted or unsafe locations, including (but not limited to) the costs of hiring cranes, lift platform and the like, where access requires use of such equipment.
5. Products are not covered under warranty when undue stress is caused by poor system design and installation.

6. This Warranty shall not apply to any defect which, in CHNZ's sole discretion is deemed to, arise due to misuse, neglect, negligence or accident; or to any damage caused by flood, fire or act of God, or to any components or equipment manufactured or supplied by any business other than CHNZ.
7. CHNZ is not liable under any warranty, expressed or implied whether by the terms of trade or any relevant laws, unless the goods or equipment have been paid in full.
8. The terms of the Warranty above are expressly restricted to the repair and replacement of defective parts of the goods purchased and excludes every condition or warranty not herein set out. In particular, CHNZ is not liable or responsible, in any way, for any incidental or consequential damages or loss of any kind. This includes loss of time or travel associated with work outside agreed costs indicated in note 4 above.

These warranties and terms of trade must be read in conjunction with and including conditions found with specific product installation and maintenance instructions. All warranties are subject to, and include, these documents.

In the event of any conflict between the terms of this Warranty and any terms provided under a Manufacturer's warranty, the terms of this Warranty will prevail to the extent of that inconsistency.

This Warranty will continue in force for its original term, irrespective of what replacements may be made under it, and such replacements shall not attract any fresh warranty.

**RESIDENTIAL LENGTH OF WARRANTY FOR PARTS SUPPLIED BY CHNZ WHEN PURCHASED AFTER 01.12.2020**

<b>Parts</b>	<b>Warranty Period</b>	<b>Part Exclusions</b>	<b>Conditional Exclusions</b>
<b>DeLonghi Radiators &amp; Towel Rails</b>	25 years	TRVs, integral valves – 2 year only	Functional Warranty. Warranty does not include damage to radiators located in aggressive environments such as bathrooms, pools, laundries, showers, public toilets, etc. Proof of inhibitor levels, check and recorded annually.
<b>Korado Radiators</b>	25 years	TRVs, integral valves – 2 year only	Functional Warranty. Warranty does not include damage to radiators located in aggressive environments such as bathrooms, pools, laundries, showers, public toilets, etc. Proof of inhibitor levels, check and recorded annually.
<b>Multitubo Pipe System</b>	25 years		The 25 year warranty is made up of two terms; 0-10 years for replacement product and replacement costs, 10-25 years for replacement of products only. Excludes incorrectly fitted connectors, incorrect applications, or excess heat. All warranty claims of pipe fittings will be pending subject to assessment of failed fittings. 100mm pipe tail required on each end of fitting.
<b>Hot Water Cylinders</b>	10 years - pro rata	Element and thermostats – 2 year only	Excludes where water quality is excessively aggressive. The hot water cylinder warranty is calculated according to the length of time it has been installed. The amount paid is the replacement cost of the cylinder only minus 10% for each year of service.
<b>VarioComp System, Variotherm Wall and Ceiling Systems</b>	10 years		Incorrect application.

<b>Parts</b>	<b>Warranty Period</b>	<b>Part Exclusions</b>	<b>Conditional Exclusions</b>
<b>Arroll Radiators</b>	10 years	TRVs, integral valves – 2 year only	Functional Warranty. Warranty does not include damage to radiators located in aggressive environments such as bathrooms, pools, laundries, showers, public toilets, etc. Proof of inhibitor levels, check and recorded annually.
<b>Firebird Diesel Boiler Heat Exchanger and Parts</b>	5 years	Thermistors, temperature sensors, electrodes, photocell – 1 year only	Proof of annual service & water treatment will be required
<b>Baxi Gas Boilers (Residential)</b>		Thermistors, electrodes – 1 year only	Proof of annual service & water treatment will be required
<b>Rinnai Gas Boilers (Residential)</b>		Thermistors, electrodes – 1 year only	Proof of annual service & water treatment will be required
<b>Flues</b>			Excludes flues not connected in accordance with manufacturers guidelines
<b>Hot Water Heat Pumps</b>		Electric relays, temperature sensors – 1 year only	Proof of annual service & water treatment will be required
<b>Buffer Tanks &amp; Thermal Stores</b>		Element and thermostats – 2 year only	Proof of annual service & water treatment will be required
<b>Plate Heat Exchangers</b>			Proof of annual service & water treatment will be required
<b>Fancoil and Kickspace heaters</b>			Proof of annual service & water treatment will be required
<b>Expansion Vessels</b>			Correct system pressure and air pressure to be balance on expansion vessel. Incorrect commissioning of vessel is excluded
<b>Pumps</b>			Warranty covers only use for intended purpose. Failure due to lack of water pressure excluded.
<b>Controllers</b>			Warranty covers only use for intended purpose. Incorrect use, in correct power supply excluded
<b>Valves &amp; Actuators</b>			Warranty covers only use for intended purpose. Incorrect use, in correct power supply excluded
<b>Fuel Tanks</b>			Incorrect application
<b>Manifolds</b>			Flow meters – 1 year
<b>Biomass/Pellet Boilers</b>	3 years	2 year electrical components	Incorrect application or configuration

Parts	Warranty Period	Part Exclusions	Conditional Exclusions
Accessories including Wiring Centres, Actuators, Fuel Gauges, Fire Valves, TRVs	2 years		Warranty covers only use for intended purpose. Incorrect use, in correct power supply excluded
Spare Parts	1 year		Auto Air Vents and Pressure Relief Valves are covered by warranty on commissioning filling only. The most common reason for AAV and PRV failure is either incorrect system fill pressure, incorrect expansion vessel sizing or foreign object damage (FOD) to the valve seats due to insufficient flushing and cleansing of the system prior to commissioning. We recommend calculation of heating system water content to correctly size the expansion vessel. We also recommend satisfactory flushing of the heat source and heating system and fitting of an air separator and dirt trap such as Fernox TF1.

# Returns

Returns fall into three categories:

1. Damaged goods
2. Unwanted products
3. Warranty claims for replacement parts

## 1. Damaged Goods

*It is imperative that all products are checked thoroughly for condition before signing the transport consignment note.*

### DAMAGED IN TRANSIT

- If a package is damaged in transit, REFUSE delivery and send it back with the carrier if possible.
- If you accept the package, note on the carrier's delivery report the condition of the shipment to you
- Take photographs of the damaged packaging before unpacking
- Take photographs of the damaged product (the complete product plus close-ups of the damage)
- Save the product and the packing boxes
- Notify Central Heating New Zealand Limited (CHNZ) immediately to arrange for the return and replacement and to arrange an insurance claim
- These products can be exchanged for the same title only
- No restocking fees apply on damaged products.

Damaged goods must be reported immediately. Please see the Conditions of Agreement of the Freight Transport Company.

***NB: CHNZ is not liable for the damage of the product if notification and information is not sent immediately.***

#### **DAMAGED GOODS RETURN PROCEDURE**

9. Contact CHNZ to report the non-requirement of the product as soon as possible.
10. Obtain a Return Authorisation (RA) number and a Returns Form from CHNZ before shipping the product back. No product will be accepted by CHNZ without a valid RA number. This will help ensure the proper action or credit upon processing.
11. Complete the Returns Form. This form requires:
  - The return authorisation number
  - Customer number
  - Invoice number
  - Reason for request
12. Email photographs of the damaged goods to CHNZ as soon as possible to enable a claim to be lodged with the freight company.
13. Return the product with the Returns Form and packaging to CHNZ.
14. A replacement product will be sent out with a separate invoice that will be credited if the claim is accepted.

***NB: Any product returned to CHNZ after 10 working days of receiving your Return Authorisation (RA) number will not be accepted or credited. For further questions, or information, please contact CHNZ. We are here to assist you with any problems and/or concerns that may arise.***

## **2. Unwanted Products**

A number of CHNZ products are non-returnable:

- Special indent items
- Part coils of pipe
- Fittings
- Printed circuit boards or electronic control boxes
- Unspecified parts: Where a product with associated parts is ordered, but the parts are not specified CHNZ will supply standard issue parts. CHNZ cannot take responsibility for these parts not being suitable. This includes, but not limited to, radiator valves, pipe fittings or flues.

#### **RESTOCKING FEE**

Products which are not required and are returned will incur a restocking fee of 15% and will only be credited if the parts and packaging are in a saleable condition.

All product return requests must be made within 30 days from the invoice date, have all original packing slip info and be returned in a saleable condition with the original packaging intact. Original shipping charges are not refundable; CHNZ retains the right to bill freight if the goods were originally shipped free of charge.

The customer is responsible for shipping charges for all products being shipped back to CHNZ other than for the return of warranty items and goods damaged in transit.

#### **UNWANTED PRODUCT RETURN PROCEDURE**

1. Contact CHNZ to report the non-requirement soon as possible.
2. Obtain a Return Authorisation (RA) number and a Returns Form from CHNZ before shipping the product back. No product will be accepted by CHNZ without a valid RA number. This will help ensure the proper action or credit upon processing.

3. Complete the Returns Form. This form requires:
  - The return authorisation number
  - Customer number
  - Invoice number
  - Reason for request and course of action to take: replacement, or repair.
4. Return product with returns form and packaging to CHNZ.
5. If the returned product is accepted as being in saleable condition the original invoice will be credited less the 15% re-stocking fee.

***NB: Any product returned to CHNZ after 10 working days of receiving your RA number will not be accepted.***

For further questions and additional information, please contact CHNZ. We are here to assist you with any problems and/or concerns that may arise.

### 3. Warranty claims for replacement parts

#### **WARRANTY CLAIMS PROCEDURE**

1. Request a Return Authorisation (RA) number. This number validates the part under CHNZ warranty process. All conditions of the warranty must be agreed at the point of CHNZ issuing RA number. No product or warranty claim will be accepted by CHNZ without a valid RA number. CHNZ will issue the required part and Returns Form. The warranty part must returned to CHNZ with the completed Returns Form.

This form requires:

- The return authorisation number
- Customer number
- Invoice number
- Reason for request and course of action to take: replacement or repair

***NB: Any product returned to CHNZ after 10 working days of receiving your RA number will not be accepted.***

2. CHNZ will analyse the part and determine the fault. If the returned part is accepted as a warranty claim no invoice will be issued.

Should a product be returned and is found not within warranty period or not a manufacturing fault then the part will be invoiced.

For further questions, or information, please contact CHNZ. We are here to assist you with any problems and/or concerns that may arise.