



WARRANTY PROCEDURE GUIDE

This document consist of 3 pages

1. GENERAL

1.1 PLEASE USE QUALIFIED INSTALLERS

Strongly urging all customers to please always utilize qualified plumbers / installers to do installations of Ariston Water Heaters.

1.2 DO NOT REMOVE ARISTON WATER HEATERS FROM INSTALLATION DURING WARRANTY PERIOD

Ariston Water Heaters should not be removed from the original installation during the Warranty Periods (page 3), as this will automatically void the warranty. Under no circumstance may the product be removed from the installation whilst under warranty. All products must remain in position and untampered with, allowing service agents the opportunity to inspect both the installation and the product on site. If a product fault is determined, and the water heater is still under warranty, the Warranty Procedure (page 2) must be followed, and Ariston's After Sales Service Department must be contacted **DIRECTLY** for prompt assistance. This applies to all Water Heaters supplied by Ariston Thermo SA.

1.3 DO NOT ACCEPT RETURN OF ARISTON WATER HEATERS TO STORES / MERCHANTS

Stores / merchants selling Ariston Water Heaters cannot accept the return, refund or exchange of Ariston Water Heaters during a product's Warranty Period (page 3). This would effectively mean the Warranty Procedure (page 2) has not been adhered to, automatically voiding the products warranty. Ariston Thermo SA will not be able to assist, nor compensate in any form, the merchant, installer or end-user for Water Heaters returned to stores. Therefore, urging all customers to always follow the Warranty Procedure as stipulated (page 2). This applies to all Water Heaters supplied by Ariston Thermo SA.

2. SERVICE DEPARTMENT CONTACT DETAILS

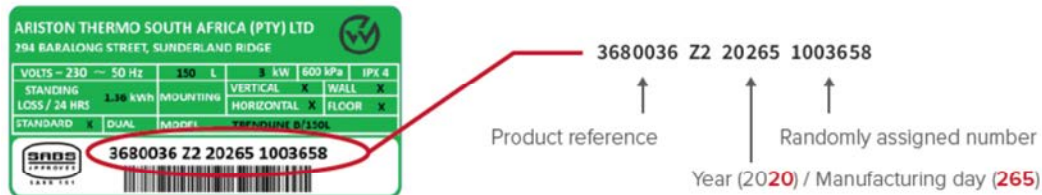
- **E-mail** : service.za@aristonthermo.com
- **Call Center** : 010 745 9911
- **WhatsApp** : 079 921 0118
- **Service Dept. Admin** : 010 745 9910 (Ext 2)
- **Operating Hours** : Monday to Friday 07:30 to 18:00
: Saturday & Sundays 07:30 to 15:00
: Public Holidays 07:30 to 15:00
- **Incident Escalation**
 - **Service Team Leader**
 - Ms. Dikeledi Monaise
 - 010 745 9910 (Ext 1716)
 - Dikeledi.Monaise@aristonthermo.com

3. WARRANTY PROCEDURE

- 3.1** After the customer/end-user has determined that it is in fact a fault with the water heater itself, and that it is related to, and covered under the warranty period & conditions, the customer or end-user must please report this **DIRECTLY to our Service Centre** (contact details page 1).
- 3.2** It is preferable and recommended to rather **send an e-mail** to service.za@aristonthermo.com to report a warranty incident, whereby providing all required information (refer below 3.3), saving you time on the telephone, and thereby also having your own record of the reported incident.
- 3.3** When reporting the incident to the Ariston Service Centre, the customer/end-user will be required to provide the following information to register a warranty intervention :
- 3.3.1 Serial Number** (Indicated on serial sticker)
 - 3.3.2 Date of Manufacture** (Indicated on serial sticker)
 - 3.3.3 Product Name, Model and Size**
 - 3.3.4 Proof of purchase** showing **date of purchase**
 - 3.3.5 End User's Name, Surname, Contact Telephone Number & e-mail address**
 - 3.3.6 Installation Address**, i.e. Complete physical address where the unit is installed
 - 3.3.7 The suspected problem/fault with the geyser**, i.e. the reason for the service request
 - 3.3.8** In many cases the customer/end user will be required to provide **indicative photos of the complete installation & product serial sticker**.
- 3.4** Ariston Thermo SA reserves the right to, and **may** in some instances, in addition to the above, also require proof that the product installation complies with SANS regulations before a service call can be registered. Please refer to Ariston Thermo SA/Heat Tech's Water Heater Warranty T&C's for additional information.
- 3.5** All Water Heaters must remain in position, in its original installation and untampered with, allowing our service agent(s) the opportunity to inspect the reported problem/fault.
- 3.6** Upon successful registration of a warranty incident, the Service Department will appoint a Service Agent to assess and assist with the warranty intervention. The Service Agent will make contact with the end-user directly to make arrangements and set an appointment. Ariston Thermo SA will endeavor to assist all warranty incidents within a 24-hour period.
- 3.7** Also, upon the successful registration of a warranty incident, the **end-user will receive an SMS** with an **SC reference number** (example SC12345) including the name and contact number of the Service Agent who will attend. This will ensure direct contact between the service agent and the end-user.
- 3.8** Please note that end-user customers will be responsible for payment of the Service Agent's call out fee, if the reported incident is found not be warranty related.
- 3.9** If any repairs or replacements are carried out on Ariston Water Heaters that is still under warranty, without Ariston Thermo SA authorization, the end-user/installer/contractor/insurance will not be compensated for any costs incurred.

4. WARRANTY PERIODS EXPLAINED

4.1 The warranty period will commence from the date of purchase or installation. Failure to provide proof of purchase date or installation date will result in the date of manufacture being used as the starting date of the warranty period. Please refer below example explaining how to read and understand the serial number, and Date of Manufacture (DOM).



► Please quote the full 21 character number when reporting a service call

4.2 Ariston Thermo SA will repair or replace defective units/parts at its own discretion inclusive of labour costs during the warranty period. After repairs or replacements take place, the warranty time frame continues from the original manufacturing or purchase date, not from the repaired or replacement date.

5. WARRANTY PERIODS PER PRODUCT

Type	Product Line	Warranty Periods
ESWH Electric Storage Water Heaters	CLASS B TRENDLINE HIGHLINE	5 Years on Inner Cylinder 2 Years on Safety Valve & Drain Cock 1 Year on Electrical Components 1 Year on Gasket & Flange Lid
ESWH (Small) Electric Storage Water Heaters	ANDRIS LUX COMPACT	5 Years on Inner Tank 2 Years on Valve 1 Year on Electrical Components 1 Year on Gasket * Photos of installation & serial sticker required * Proof of purchase date required
EIWH Electric Instantaneous Water Heaters	AURES SLIM Single AURES SLIM Multi	2 Years on Tank, Product & Accessories 1 Year on Heating Element * Photos of installation & serial sticker required * Proof of purchase date required
GIWH Gas Instantaneous Water Heaters	FAST EVO FAST R	2 Years on Product * Photos of installation & serial sticker required * Proof of purchase date required
SWHS Solar Water Heater Systems	THERMO DR SOLARLINE	5 Years on Inner Cylinder 5 Years on Solar Collector, Excluding Glass 2 Years on Valves 1 Year on Electrical Components 1 Year on Gasket & Flange Lid * Photos of installation & serial sticker required * Proof of purchase date required