
Warranty Hot Water Tanks by DEJONG

Revision: 1

Date: June 2020

Warranty:

DEJONG guarantees that the stainless steel tanks shall be free of defects in material and workmanship for **FIVE (5) YEARS** after date of invoice. For accessories (heating element, T&P valve, sensor, etc.) this period is limited to two years.

Conditions:

The tanks are manufactured to suit public water supplies.

If there are uncertainties regarding water quality, the local water supply authority should supply the necessary data.

The warranty applies only if the conditions set out below are met in full:

- The tank has been correctly and competently installed by a professional installer in accordance with all relevant codes of practice and regulations in force at the date of installation and in accordance with any local applicable standards.
- Specification for installations inside buildings conveying water for human consumption. This includes the electrical grounding (or earthing) of the entire plumbing system.
- The tank has been connected to a domestic mains water supply in with the European Water Directive EN 98/83 EC, or latest version.
- The water chemistry shall comply with the following:
 - Electrical conductivity (EC): max. 125 mS/m @25° C
 - Saturation index (LSI): > -1.0/ < 0.8 @80° C
 - pH level: > 6.0 /< 8.5
 - Chloride: < 250 mg/L @ 65°C
- No excessive lime scale has been built up.

In case any product fails after installation due to any defect in material and/or workmanship within the warranty period, the customer shall return to DEJONG:

- The tank.
- A complete and detailed report about the nature and the exact location of the failure.

Only on receipt of the tank and justification of the complaint, DEJONG shall refund the customer in line with below schedule.

Compensation when proved justifiable (to be assessed by DEJONG):

- 100% when the defect occurs during 1st and the 2nd year after date of invoice.
- 80% when the defect occurs in 3rd or 4th year after date of invoice.
- 50% when the defect occurs during the 5th year after date of invoice.

Limitations:

This warranty does not cover:

- Any fault, repairs or costs resulting from not complying with this warranty document.
- Production of noise.
- Incidental property damage, loss of use, inconvenience or consequential costs or any indirect loss caused by any defect of the tank.
- The consequential damage of lightning, voltage fluctuation, frost, lack of water, dry boiling, chlorination procedures or excessive pressure, malfunctioning of a water softener or any other water treatment.
- Transportation damage. (The carrier should be notified immediately at reception of the goods)
- Normal wear and tear.
- Repair by third parties, including the counterparty.
- Materials or items that have been provided to DJG for processing by the counterparty.

We will not compensate the costs associated with the replacement and/or repair of the unit, including:

- Any freight, shipping or delivery charges.
- Any removal, installation or re-installation charges .
- Charges to return the defective tank and/or component part to the supplier.