

Birko warrants that, should any part fail within twelve calendar months from the date of installation, that part will be repaired or replaced free of charge by Birko, its Distributors or Service Provider, provided the appliance is installed and used strictly in accordance with the instructions supplied, and that failure is not due to accident, misuse, abuse, unsuitable water conditions, or to any alteration, modification or repair by any party not expressly nominated by Birko. This warranty covers the cost of both parts and labour.

No costs are payable by you other than any mileage or travelling-time charges incurred by a Birko Service Provider or the cost of removal, cartage and re-installation of the appliance or any component of the appliance if it needs to be returned for repair to Birko or its Distributors.

The warranty does not cover damage resulting from non-operation of the appliance, the use of non-authorized parts, or consequential damage to any other goods, furnishings or property.

No warranty applies to the life of any filtration cartridge installed with the appliance, as filter cartridge life may vary according to water quality and the rate of water consumption.

Birko does not exclude, restrict or modify any liability that cannot be excluded, restricted or modified or which cannot, except to a limited extent, be excluded, restricted or modified as between the appliance owner or user and Birko under the laws applicable. Furthermore, this warranty does not displace any statutory warranty, but, to the extent to which Birko is entitled to do so, the liability of Birko under any statutory warranty will be limited at Birko's option to the replacement of the appliance or supply of equivalent appliance, the payment of the cost of replacing the appliance or acquiring an equivalent appliance, or the payment of the cost of having the appliance repaired or the repair of the appliance.

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.

Registering Your Purchase

Registering your Birko installation on the Birko website may help to establish date of installation should it become necessary to service the appliance under terms of the Birko warranty. To register your installation go to www.birkoheaters.com and look under the heading "Click here to register your product".

Should you experience a problem with the product, please contact either Birko directly at the contact below or the distributor from whom you purchased the product.

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