

PIOTIS PTY LTD WARRANTY GUARANTEE FOR SILEX GRILLS AUSTRALIA

1. We grant a 24 month warranty on the Silex GTT Models and S-Class from the date the appliance is purchased at the end customer.
2. If production or material defects occur during this period we guarantee to repair the appliance free of charge. Repairs which are not included in the scope of the guarantee will be invoiced.
3. The end customer shall furnish proof of the purchase date and serial number of the appliance in the form of a written confirmation or an invoice for purchase issued by the dealer or distribution partner.
4. At this point the customer will be issued a WCN (Warranty Claim Number) which must be quoted on all warranty paperwork including Purchase Orders from electricians.
5. During the warranty term Piotis Pty Ltd shall remedy all defects shown to result from faulty materials or workmanship. Warranty services shall be rendered, at the option of Piotis Pty Ltd, by the way of repair, replacement of defective parts or replacement of the appliance.
6. The performance of warranty services does not trigger an extension of the warranty period, nor does it trigger a new warranty period.
7. Replacement parts shall be returned to Piotis Pty Ltd.
8. Piotis Pty Ltd does not assume any transport costs or risks.
9. The end customer must notify Piotis Pty Ltd of any damage or defects within 14 days after they were or should have been discovered by sending a notification to the local Piotis Pty Ltd service partner in his/her country.
10. The warranty shall not apply to damage resulting from defective installation or unprofessional or improper attempts at repair, work performed by unauthorized third parties, improper use, injudicious operation or non-observance of the instruction manual.
11. The warranty shall not apply to non-compliance with the Silex installation check list, in the installation manual, prescribed maintenance and inspection cycles or where cleaning agents and preservative agents other than those expressly approved by Silex were used. The same applies to defects and damage in connection with use, such as the use of soiled, aggressive water, sub-standard gas or electricity with unsuitable voltage or current. Damage caused by surge is excluded from this warranty.
12. There shall be no warranty claims for damage and malfunctions caused by the build-up of carbons on the plates of the appliance.
13. There shall be no warranty claims for wear of coating on plates. The warranty does not cover damage to the plate coating caused by, scratching or misuse with cleaning, resulting in stains or discolouration.
14. Furthermore, the warranty shall not apply to wear and tear of the appliance.
15. Warranty shall be excluded for cases in which replacement or parts other than the original Silex parts are used, regardless of whether the damage or defects result there from.
16. An obligation to render warranty services shall only exist if the appliance is in compliance with the technical requirements in the country in which the appliance is operated.