



BOSCH

**Robert Bosch (Australia) Pty Ltd (Bosch)
Manufacturer's Warranty
(Applicable for purchases from 1 January 2012)**

All Bosch hot water units are carefully checked tested and subject to stringent quality controls.

1. Warranty

Bosch offers, at its option, to repair or exchange this Bosch hot water unit or the relevant part listed in clause 2 below at no charge, if it becomes faulty or defective in manufacture or materials during the warranty period also stated in clause 2. This warranty is offered in addition to any other rights or remedies held by a consumer at law.

2. Warranty periods & coverage

Bosch hot water solutions installed in Domestic applications

Model	All Components	Heat Exchanger
External Hydropower	2 years all parts & labour	10 years part only
Internal Compact	2 years all parts & labour	10 years part only
External Pilot	2 years all parts & labour	10 years part only
Electronic Highflow	3 years all parts & labour	10 years part only
Condensing Highflow	3 years all parts & labour	10 years part only
Commercial 32's	3 years all parts & labour	10 years part only
Condensing 32's	3 years all parts & labour	10 years part only

Bosch hot water solutions installed in Commercial applications

Model	Parts and Labour	Heat Exchanger
External Hydropower	2 years all parts & labour	1 years part only
Internal Compact	2 years all parts & labour	1 years part only
External Pilot	2 years all parts & labour	1 years part only
Electronic Highflow	2 years all parts & labour	5 years part only
Condensing Highflow	2 years all parts & labour	5 years part only
KM3211 Commercial 32's	2 years all parts & labour	5 years part only
BC3200 Condensing 32's	2 years all parts & labour	5 years part only

Bosch solar systems

Model	All Components	Storage Tank	Solar Collectors
Solar wizard system	1 year parts, 1 year labour	5 year parts, 3 years labour	7 year parts, 1 year labour
Solar TSS system	2 year parts, 1 year labour	6 year parts, 1 year labour	8 year parts, 1 year labour
Solar indirect system	2 year parts, 1 year labour	6 year parts, 1 year labour	8 year parts, 1 year labour

Bosch Boilers

Model	All Components	Heat Exchanger
All boiler products	1 year parts, 1 year labour	1 year parts, 1 year labour



BOSCH

All warranty periods commence on the date of purchase of the hot water unit by the end-user. However, where the date of purchase by the end-user is more than 24 months after the date of manufacture, all warranty periods will automatically commence 24 months after the date of manufacture.

3. Warranty exclusions

This warranty is VOID if any damage to or failure of the hot water unit is caused wholly or partly by:

- (a) Faulty installation
- (b) neglect, misuse, accidental or non-accidental damage, failure to follow instructions
- (c) use of the unit for purposes other than which it was designed or approved
- (d) unauthorised repairs or alterations to the unit without Bosch's consent
- (e) use of unauthorised parts and accessories without Bosch's consent
- (f) use of non-potable water or bore water in the hot water unit (see product instructions for further details)
- (g) continued use after a fault becomes known or apparent.

This warranty DOES NOT include:

- (a) costs of consumables or accessories
- (b) wear and tear, normal or scheduled maintenance
- (c) to the extent permitted by law, any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses
- (d) changes in the condition or operational qualities of the hot water unit due to incorrect storage or mounting or due to climatic, environmental or other influences.

NOTE: Any service call costs incurred by the owner or user of the hot water unit for any matter not covered by the terms of this warranty will not be reimbursed by Bosch, even if those costs are incurred during the warranty period. If the hot water unit is located outside the usual operating area of a Bosch service agent, the agent's travel, freight or similar costs are not covered by this warranty and must be paid by the owner or user of the hot water unit.

4. Warranty conditions

- (a) Proof of purchase may be required.
- (b) The hot water unit must be installed by an authorised and licensed installer.
- (c) Proof may be required of the date of installation and correct commissioning of the hot water unit has been carried out to Bosch's satisfaction (such as a certificate of compliance).
- (d) Repair or replacement of the hot water unit or any parts under this warranty does not lengthen or renew the warranty period.
- (e) This warranty is not transferable and is only offered to the original purchaser of the hot water unit.
- (f) No employee or agent of Bosch is authorised to amend the terms of this warranty.
- (g) This warranty only applies to Bosch hot water units purchased from an authorised reseller and installed in Australia or New Zealand.
- (g) To the extent that any condition or warranty implied by law is excludable, such condition or warranty is excluded.



BOSCH

5. How to lodge a warranty claim and warranty procedure

- (a) Warranty claims must be made with the Bosch Customer Contact Centre (Australia: ph 1300 307 037; New Zealand: ph 0800 543 352). Please be ready to provide the model and serial numbers, date of installation, purchase details and a full description of the problem. Warranty claims must be made before the end of the warranty period.
- (b) All warranty service calls must be conducted by an authorised Bosch service agent.
- (c) Invoices for attendance and repair of a hot water unit by third parties not authorised by Bosch will not be accepted for payment by Bosch.

6. Privacy Act 1988 (Cth)

A customer's personal information collected during warranty claims may be used for the provision of customer support, for the provision of information about products and services and for other marketing activities undertaken by Bosch and its Bosch Service Agents who are authorised to carry out warranty repairs on behalf of Bosch (**Purpose**). Bosch is committed to protecting the privacy of its customers' personal information. It will act in compliance with the National Privacy Principles and *Privacy Act 1988* (Cth). Bosch will not forward customers' personal information to third parties other than for the Purpose. A customer can object at any time to the use of their personal information for the Purpose. Bosch will cease to use a customer's personal information accordingly if an objection is made.

7. Bosch contact details

If you have any questions about this warranty or to lodge a warranty claim, please contact:

Robert Bosch (Australia) Pty Ltd
1555 Centre Road, Clayton, Victoria 3168
Tel: Australia: 1300 307 037
Tel: New Zealand: 0800 543 352

IMPORTANT NOTE FOR AUSTRALIAN CONSUMERS

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.