

# Warranty Terms and Conditions

## 3 Year Warranty

Should any parts of the dispenser unit fail within:

1. 1<sup>st</sup> year of installation, that part will be replaced or repaired by the manufacturer free of charge as per warranty conditions 1 to 6 and warranty exclusions 1 to 4.

In addition, the manufacturer warrants that subject to the conditions stated above should the tank leak during the 2<sup>nd</sup> and 3<sup>rd</sup> years of installation, on return of the old dispenser unit to the manufacturer:

1. During the second year the customer will receive a new dispenser unit at 50% of recommended retail price, labour to the account of the customer.
2. During the 3<sup>rd</sup> year the customer will receive a new dispenser unit at 60% of recommended retail price, labour to the account of the customer.

BioWerks Pte Ltd hereby warrants that in addition to the protection given to Singapore consumers, we will if necessary replace or repair on the terms and conditions set out hereunder any dispenser unit manufactured by us.

## Warranty Conditions

1. The dispenser unit must be installed to comply with all relevant statutory and local requirements for the area where the dispenser unit is installed.
  2. The dispenser unit must be installed in accordance with manufacturers installation instructions supplied with the unit.
  3. When a boiling unit is repaired or replaced under this warranty, the component or boiling unit replaced does not have the benefit of a new warranty and only the balance of the original warranty period will remain effective.
  4. Only the boiling water unit and genuine company replacement parts are covered by this warranty. Electrical or plumbing parts supplied by the installer are not covered by this warranty.
  5. The cost of transport between the installed site and the manufacturer premises will be to the account of the customer where unit is installed.
  6. Where a filter is supplied as original equipment with the dispenser unit, the filter must be fitted on the cold water supply to the dispenser unit, and maintained by the owner in a serviceable and working condition, whenever the dispenser unit is serviced. Failure to fit and maintain the filter will render this warranty void.
- Warranty Period - Twelve (12) months from the date of sale by BioWerks Pte Ltd or its distributors.

## Warranty Exclusions

The warranty may become void by the following exclusions and service charge for the labour and parts (if necessary) could become a cost to the owner.

1. Failure due to misuse and/or incorrect installation; Acts of God; Water conditions; Accidental damage; Unauthorised attempts at repair of the dispenser unit.
2. Where there is a failure of the electricity or water supply; where water leaks are caused by the plumbing and not the dispenser unit or its components; where there is no flow or hot water due to faulty plumbing or filter blockage; where the complain is related to high or low water pressure or excessive water pressure; where it is found that there is nothing wrong with the dispenser unit.
3. Repairs to a dispenser unit due to scale formation or where the boiling water unit has been fitted to a hard or harmful water supply or the supplied filter has not been fitted and changed 3 times a year.
4. Where the dispenser unit has been installed in a position that does not comply with the manufacturer installation instructions or relevant statutory requirements or subject to any statutory provisions to the contrary claims to damage to walls, furniture, carpets, foundations or the need for major dismantling or removal of cupboards, doors or walls or any other consequential loss either directly or indirectly due to leakage from a boiling water unit.