

OZZI KLEEN RESIDENTIAL MANUFACTURER'S WARRANTY

Warranty is subject to the return of both a signed Plumber's Installation Certificate and Commissioning Certificate. These Certificates are to be filled out and returned to the manufacturer as part of the Owner's Warranty Registration. If the Commissioning Certificate and Plumber's Installation Certificate have not been returned to Ozzi Kleen the warranty claim may be rejected and all warranty terms may become void.

1. Suncoast Waste Water Management (SWWM) warrants to the original purchaser that all equipment manufactured by SWWM is free from defect in material and construction at the time of dispatch from the premises of SWWM.
2. This warranty is a **return to base warranty** which means the item must be returned to the manufacture for repair. An exchange unit may be provided in this case. An Ozzi Kleen approved Green Card Service Agent must be used to service the system in order to maintain warranty. By not doing so, you may void the warranty. A list of Approved Green Card Service Agents is available on the Ozzi Kleen website. If replacement or service under this warranty policy is required and distance prevents you calling personally, forward your product freight prepaid to your nearest Ozzi Kleen authorised Service Provider. Warranty claims relating to the Submersible Pump should be directed to Ramdex on 1300 726 339.
3. This warranty does not extend to any claim made after a fixed period from the date of purchase for the following equipment:

Main Tank	15 years	Electronic Control Box	36 months
Electrical components	12 months	Air Blower	36 months
Submersible Pump	36 months		
4. All claims for warranty must be done through the retailer or supplier from whom the product was purchased. Proof of purchase must be supplied.
5. Any claim made in relation to this warranty is limited to the cost of replacement equipment or such parts that are defective labour/travel expenses are not included.
6. In the case of parts not manufactured by SWWM such as submersible pump, air blower etc., the guarantee of warranty extended to the purchaser will be limited to the guarantee or warranty available from the manufacturer of that component.
7. This warranty is valid only when the equipment has been used in accordance with the Owner's Manual and serviced by a duly authorised Ozzi Kleen Service Provider every three months.
8. This warranty does not cover any equipment that has been improperly installed, misused, neglected, damaged in transport, repaired without the authorisation of SWWM or altered in any way from its original condition at the date of purchase.
9. Adverse operating conditions beyond the control of SWWM such as improper voltage, water pressure, excessive ambient temperature, water damage, flooding, pest or insect invasion, or any condition that adversely affects the performance or life of the equipment will render this warranty null and void.
10. Any costs incurred to repair a unit that is not covered by warranty will be passed on to the consumer including costs incurred to remove the faulty unit and replace with an exchange unit. SWWM is not responsible for any costs for goods not covered by this warranty.
11. Warranty work will not be performed until the customer has accepted the price quoted for the service call. SWWM will designate a minimum charge.

Warranty does not cover

- Cleaning of any blockages or damage to equipment caused by not clearing blockages
- Any operational problems due to extraneous matter, fats, oils or chemical spills in the sewage
- Any foreign material or calcium build up problems caused from water supply to the system
- Insect or pest invasion causing damage to electrical or mechanical parts
- If the system has been used as an external power supply for other electrical appliances
- Electrical surges, brown outs, lightning strikes or abnormal voltages
- Service provider's time for replacement of any faulty parts or cleaning out of system
- Service provider's travel expenses (vehicle and travel time)
- Service callout costs
- Postage or courier charges to and from SWWM