



## **Dragonfly M-18 & T-16**

### **Extended Warranty Contract Terms and Conditions**

#### **Product Eligibility, Coverage and Term:**

Dragonfly M-18 and T-16 are covered by a 12 month manufacturer's warranty from the date of purchase. Special terms apply to both Dragonfly products. URWater agree to offer an extended warranty for either 1, 2, 3 or 4 years beyond the manufacturer's warranty period to a maximum of 5 years total coverage from the date of purchase of the product. Period of Extended Warranty coverage will be specified on original purchase receipt. Special terms apply to servicing outside of the Brisbane Metro area. The protection under this contract is for mechanical and electrical defects including wear and tear, and is subject to the exclusions specified below. This contract extends the time period of the coverage provided by the manufacturer for parts and labour.

URWater's Extended Warranty Contract covers products purchased new and manufactured for use in Australia, which at the time of purchase included the manufacturer's 12 month warranty valid in Australia. Warranty covers domestic and light commercial office use.

Extended Warranty coverage will run from the day after the New 12 month warranty has elapsed for an extended period of up to five (5) years depending on extended warranty purchased. The manufacturer provides the initial warranty coverage for a period of 12 months from the purchase date and the URWater Extended Warranty as detailed in the "URWater's New warranty Terms and Conditions", would continue from that date for the extended warranty period purchased. There is no claim limits, however if it becomes necessary to replace your product with a brand new equivalent product then this extended warranty will end when the replacement occurs. In the event that a product of equivalent specification is not available, we reserve the right to make a cash settlement up to the value of the original purchase price of the product.

Transfer of ownership: This warranty can be transferred to a new owner of the product you purchased. To organise the transfer please contact URWater to arrange the transfer.

#### **Service within the Brisbane Metro area**

In the event that a claim is made for a faulty product located within the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time in which a service can be arranged within a reasonable time period. An inspection will be carried out at the installed location of the product to determine the fault and repair if possible. If a fault cannot be rectified during this time, a replacement product will be loaned whilst the faulty product is taken to an authorised URWater service depot for repairs. If the fault cannot be rectified, URWater will replace the defective product with another new product at a time mutually suitable to both parties. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange. If the fault is rectified, a URWater representative will contact you to arrange a mutually suitable time for the exchange. The URWater representative will reinstall your machine in the same location previously installed, at this time.

#### **Service outside of the Brisbane Metro area**

In the event that a claim is made for a faulty product located outside of the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time for you to deliver your product to the URWater warehouse located at 14/256 Musgrave Road, Coopers Plains QLD 4108 or as specified by URWater representatives. A URWater technician will inspect the product and attempt to rectify the fault within a reasonable time period (if pre-arranged times are made for delivery, allow 6 working hours for technician to make required repairs). If fault cannot be rectified within this period a replacement product will be supplied whilst further repairs are carried out to rectify the fault. Upon completion of the repairs, a URWater representative will arrange with you a mutually suitable time for an exchange of products to occur. If the fault cannot be rectified during this time, a new replacement product will be provided. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange.

#### **Exclusions from Coverage**

- Non operating cosmetic items, paint, or product finish, accessories used in or with the eligible product unless covered under a separate Extended Warranty Contract, cables, filter cartridges, UV Lamps and add on options incorporated in a product for which this contract was purchased.
- Faults in any external wiring, electrical connection or plumbing which is not part of the product.
- Routine maintenance, cleaning or external adjustments.
- Costs associated with a repairer inspecting the product if no product fault or damage is found.
- Damage caused by accident, neglect, abuse, misuse, actual or attempted theft, sand, water damage, rust, corrosion, fire, vermin and/ or insect infestation, acts of god, commercial use (except for internal office use), power outages or surges, inadequate or improper voltage or current.
- Damage occurring during transportation, installation or while moving the product (any damage caused by a URWater representative during transportation, installation or while moving the product will be covered).
- Problems or defects caused by unauthorised modifications or failure to follow the manufacturer's instructions for usage or installation, operation or maintenance instructions.
- Costs of removal or reinstallation outside of the Brisbane Metro area.
- Replacement of, or damage caused by, consumables, internal or external to the product.
- Defects in the product brought to your attention before purchase.
- Products that are recalled by the manufacturer, importer or government agency.
- Lamps, bulbs or fuses forming part of the product.

URWater may engage another person to perform its obligations under this contract and for this purpose you consent to URWater providing that person with your contact details and information about your purchase.

#### **Disclaimer of liability**

Under no circumstances shall coverage extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the product, including any economic loss, to the extent that such may be disclaimed by law. This contract does not cover defects which are subject to manufacturer's recall or which are covered under a manufacturer's program of reimbursement. This contract is not a warranty of performance or insurance policy; it is an extended warranty agreed to between you and URWater where your product was purchased. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of the product covered by the contract.

You consent to all of the uses and disclosures of your contact details and information described in the URWater's Privacy Policy which can be accessed at [www.urwater.com.au](http://www.urwater.com.au) and this statement. URWater may use and disclose information about you to its insurers, its claims managers, its repairers and it's other suppliers (including to any person situated outside of Australia) for the purposes of:

- Transferring this extended warranty to a new owner of the product you purchased.
- Processing claims in relation to this extended warranty.
- Repairing or replacing goods under this extended warranty.
- Offering goods and services related to this extended warranty to you.

You consent to these parties contacting you or a new owner of the product you purchased, including sending emails or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide this information and to give these consents.