

schweigen WARRANTY PROGRAM

Your personal Warranty Record

A copy of this warranty is included in the packaging of your Schweigen product. Please print out and keep a copy of this Warranty and your purchase receipt and any other purchase documents in your records.

This warranty is provided by Schweigen Home Appliances
ACN 124 141 322, Unit 8/3-4 Anzed Court, Mulgrave, Victoria 3170.
Phone: 1300 829 066 or 1300 881 693.

1. Warranty Policy

From the date the Schweigen Home Appliances product is purchased as a brand-new product from the authorised retailer located in Australia, and subject to the exclusion below, we warrant that the Schweigen Home Appliance product will be free from defects caused by faulty workmanship and materials within:

a) In the case of the Schweigen Home Appliances products used for personal, domestic or household purposes, a period of:

Classic Silent Rangehood	3 Years
Outdoor/Alfresco Rangehood	3 Years
Exclusive Rangehood* HN-6C, NAUM-6, NAUM-9, EV-6UCQ, EV-9UCQ, GG-6C	2 Years
Exclusive Rangehood* HN-9UM, UM-900MS, GG-901, HN-20C.	3 Years
Isodrive® Motor - S1-650, ST-900, SP-1600, SP2-3000, SE-3200 and SEL-1350.**	10 Years
HiFlow Motor	2 Years
VX120 Motor	5 Years
BR500 Multi-purpose Exhaust System	5 Years

* Product which is sold exclusively from a particular dealer and is not available at other dealers. Please check the warranty provided in the packaging.

** Warranty covers Isodrive® Motor only. Schweigen's 10 Year Isodrive® Motor Warranty covers replacement of units with manufacturer defects reported within the first 5 years of warranty. Qualified claims made within the 5 years thereafter grant the original purchaser a one-off 5-day option to purchase an equivalent replacement motor unit, direct from Schweigen, at 50% off recommended retail prices. Part only, warranty excludes cost of any associated freight or labour to get this unit delivered and installed. A separate warranty period will apply to the "rangehood" or "canopy". Excludes damage, problems or failure caused by weather including, but not limited to hail, salt, corrosive substances and/or atmospheric conditions.

b) In the case of the Schweigen Home Appliances product used for purposes other than personal, domestic or household purposes (including business or commercial use). A warranty period of 3 months from the date of purchase is provided.

This warranty is exclusive to the first person who acquires the Schweigen Home Appliances product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

Schweigen Home Appliances products are designed and intended for domestic use.

The benefits conferred by this warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law and/or other applicable laws.

2. Warranty Exclusions

Subject to the exclusion below, we warrant that the Schweigen Home Appliance product will be free from defects caused by faulty workmanship and materials within:

This warranty does not apply where:

- The Schweigen Home Appliances product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Schweigen Home Appliances product;
- The Schweigen Home Appliances product requires repairs due to damage resulting from accident, misuse, incorrect installation, improper liquid spillage, incorrect cleaning or maintenance, unauthorized modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorized repairs by an persons, use of defective or incompatible accessories or exposure to corrosive conditions;
- You are unable to provide us with reasonable proof of purchase for the Schweigen Home Appliances product;
- The breakdown occurs after the expiry of the warranty period set out in section 1;
- The Schweigen Home Appliances product was not purchased in Australia or New Zealand as a brand-new product;
- If this product is installed damaged, the supplier, nor the retailer will be responsible for the costs associated with the repair, replacement, removal and re-installation of the appliances.

We DO NOT cover consequential damage or loss arising from installation or repair or use of our products.

3. Consumer Guarantees

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.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquire the goods for the purpose of a business

4. How to make a claim

You may make a claim under this warranty by visiting our website www.schweigen.com.au (in Australia), or by contacting our customer care line (1300 829 066 or 1300 881 693) or visit a Schweigen Home Appliances service centre. To make a valid claim under this warranty, you must:

- a) Complete and return the service request form, found on the Schweigen website at schweigen.com.au/book-a-service-request or email us at servicerequest@schweigen.com.au
- b) Lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- c) Provide us with the Schweigen Home Appliances product model number/s and serial number if applicable.
- d) Provide us with a reasonable proof of purchase for the Schweigen Home Appliances product; and
- e) If required by us, provide us (or any person nominated by us) with access to the premises at which the Schweigen Home Appliances product is located at times nominated by us (so that we can inspect the Schweigen Home Appliances product).

5. Warranty Claims

If you make a valid claim under this warranty and none of the exclusions set out in section 2 apply, we will, at our election, either repair the Schweigen Home Appliances product or replace the Schweigen Home Appliances product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Schweigen Home Appliances products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

6. Cost of Warranty Claims

Where you make a claim under this warranty, a Schweigen Home Appliances authorised repairer may need to attend your premises to inspect the Schweigen Home Appliances product. Where the Schweigen Home Appliances product is located in Australia, we may charge you a service call fee if a repairer is required to travel more than 50 kilometres from the nearest Schweigen Home Appliances service centre to your location (services are Monday to Friday 9am to 5pm should you require a service agent to attend outside these hours you will be charged). A service call-out fee will apply when the fault arises due to incorrect installation and where a service agent has attended the premises. Should the appliance be installed in such a way that a service agent is unable to have access to the appliance, the person or persons who own the premises or the appliance where the appliance resides will be responsible to provide access to the Appliance at their expense.

8. Lifetime Warranty

Filters and LED GU10 Globes are covered under lifetime warranty for the duration of the product's functioning period (on products only). Any other costs associated with delivery (incl. postage and handling) and/or service and/or installation of Schweigen lifetime warranty products are the responsibility of the warranty holder.

Customer Support

1300 829 066

from 9am - 5pm AEST

Fax:

1300 881 639

Email:

servicerequest@schweigen.com.au

Web:

www.schweigen.com.au



Please retain this Warranty Card and your Purchase Receipt in order to make a valid Guarantee Claim.