

WARRANTY

1. This warranty is only valid and applicable to ARISTON water heater products purchased from authorized dealers in Singapore. Warranty can also be registered online at www.ariston.com
2. Ariston Pte Ltd warranty this product against all defects arising from faulty materials as follows:
Instant water heater: All internal parts - One [1] year, heating element - Five [5] years
Storage water heater: All internal parts - One [1] year, tank leakage - Five [5] years
Heat pump: All internal parts - One [1] year, compressor - three [3] years, tank leakage - five [5] years
Warranty valid from the date of purchase provided that it has been installed by a License Electric Worker/ Licensed Plumber in accordance with the manual instruction and conform to PUB (Water Supply) Regulations.
3. Any parts found to be defective during the first year warranty period, we will undertake to repair or replace at our option without charges so long as it has been properly maintained and operated in accordance with operating instructions, and has not been subject to misuse or damage
4. This product must not be taken apart, modified or repaired, except by an authorized person.
5. This warranty applies only within Singapore and does not apply to products used commercially.
6. This warranty does not cover shower head, hose, fittings and accessories, piping & replacement of false ceiling.
7. Warranty is not applicable to any damages to property caused by or in connections with leakage from the heater. Warranty is not applicable to any damages to property caused In the process of carrying out repair or servicing of appliances which are Installed in positions or locations which are deemed difficult or unreasonable for such damages to be avoided.
8. Ariston shall only provide a one-time replacement if there is any tank leakage within the 5 years. In the event of tank leakage after the first year, labour and service charges apply.

SERVICE POLICY

1. In the event of a feedback, please call Ariston Pte Ltd, Customer Service Hotline 6305 0899 or E-MAIL: info.sg@ariston.com, having available the mode! number, warranty card number and the proof of purchase. "Alternatively, whatsapp to 8338 8189 the proof of purchase, leakage pictures and technical label. This number is strictly for documents submission and not for communication purposes.
2. Labour and service charges apply after the first year, Replacement of parts charged separately. Ariston shall retain all defective parts.
3. A charge will be made in the event of an aborted service call or where a call under the terms of the warranty has been booked and the failure is not product related.
4. If the product is no longer covered by the warranty, a charge will be made for the site visit and any parts supplied.
5. All payments due must be paid to the serviceman upon completion of the service call by CASH. We reserve the right not to undertake work where payment cannot be made.
6. It is the owner's responsibility to provide our service technician direct access to the product.



CAUTION: RISK OF ELECTRIC SHOCK!

- To reduce risk of electric shock, do not attempt to repair this appliance by yourself.
- No user-serviceable parts inside
- Keep out of reach of children

Refer servicing to qualified service center