



**TRADEPOINT**  
— QUALITY PRODUCT DELIVERED —



**REVOLUTIONISING  
HOT WATER**

**EXPERIENCE SMART,  
SUSTAINABLE LUXURY.**

**OUTDOOR GAS WATER GEYSER**

**EVEREST JSW16-20E5**

**WARRANTY CONDITIONS**



# WARRANTY CONDITIONS

**Warranty is on a 'bring in' basis. Should the unit not be able to be removed and a service call is needed to be made outside of the Centurion area, there will be a travel supplement charged to the owner payable beforehand.**

# WARRANTY CONDITIONS

1. The water heater must be installed in accordance with the water heater installation instructions and or additional information offered by the supplier and in accordance with relevant local regulations.
2. Where a failed component or water heater is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or water heater does not carry a new warranty.
3. The warranty only covers the water heater. If found that incorrect plumbing or gas reticulation is the cause of any failure the warranty will be voided. Incorrect design of water and gas to supply sufficient volume to the geysers causes the geyser to underperform, the supplier will NOT be held responsible.
4. Due to the current quality of the GAS in our country you will need a Gas filter, strainer, or drip leg as per example.

5.



## Warranty Exclusions

The following exclusions will cause the warranty to become void and may incur a service charge and/or costs of parts and labor:

1. Accidental damage to the water heater or any component including Acts of God; **(LIGHTING STIKES DIRECT OR INDIRECT OR POWER SURGES CAUSE ANY ELECTRICAL COMPONENT FAILURE)** failure due to misuse; incorrect installation; attempts to repair the water heater other than by an Accredited Service Agent. This includes the rush of water pressure to the unit. **DO NOT OPEN THE WATER FEED FULL, INCREASE WATER PRESSURE AT A SLOW RATE.**
2. The warranty on the Everest Smart Gas geyser will be voided if any of the electronics, including the controller, are tampered with. It's important to follow the manufacturer's guidelines to maintain the warranty coverage.
3. **IGNORANCE, STUPIDITY AND LACK OF QUALITY WORKMANSHIP BY ANY PARTY WILL VOID ANY WARRANTY CLAIM IN ANY CASE OF FAILURE.**
4. Where the complaint is related to excessive discharge from the temperature and / or pressure due to faulty plumbing; where water leaks are related to plumbing and not the water heater or water heater components; where the supply of gas, electricity or water does not comply with relevant SANS codes or NERSA acts.
5. Where the water heater or water heater component has failed directly or indirectly as a result of: excessive water pressure; excessive temperature and / or thermal input; corrosive atmosphere; ice



formation in the pipe work to or from the water heater; ice formation in the waterways of a water heater without a frost protection system; ice formation in the water with a frost protection system where the waterways of an electricity supply has been switched off or has failed and the water heater has not been drained in accordance with the instructions; ice formation in the waterways of a water heater with a frost protection system due to an ambient temperature below -10°C (including wind chill factor); ice formation in the water ways of a water heater where the water heater has not been installed in accordance with the water heater installation instructions.

6. Where the water heater is in a position that does not comply with the water heater installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the water heater to floor or ground level or to a serviceable position.
7. Repair and/or replacement of the water heater due to scale formation in the waterways or the effects of corrosive water when the water heater has been connected to a scaling or corrosive water supply as outlined in the Owner's Guide and installation instruction booklet.
8. Where the water heater has been fitted to a borehole/direct earth system.
9. **SUBJECT TO ANY STATUTORY PROVISIONS TO THE CONTRARY, WARRANTY EXCLUDES ANY AND ALL CLAIMS FOR DAMAGE TO FURNITURE, CARPETS, WALLS, FOUNDATIONS OR ANY OTHER CONSEQUENTIAL LOSS EITHER DIRECTLY OR INDIRECTLY DUE TO LEAKAGE FROM THE WATER HEATER, OR DUE TO LEAKAGE FROM FITTINGS AND/OR PIPE WORK OR METAL, PLASTIC OR OTHER MATERIALS CAUSED BY WATER TEMPERATURE WORKMANSHIP OR OTHER MODES OF FAILURE.**

## Warranty Coverage

Repair and or replacement of any component or arrange the installation of a new water heater, which falls within the warranty periods specified below, as deemed necessary.

## Domestic Use

- 1 year warranty on Copper heat exchanger,
- 1 year warranty on gas section and gas related parts
- 6 months warranty on electrical parts
- 5 year guaranty on availability of parts

## Water Quality

Water quality must be from the cleanest water possible. **The use of borehole water will invalidate the warranty. The client will be responsible to de-scale the unit as regularly as possible in every month.**



## SAFETY

This water heater is supplied with temperature sensors, a Flame Safe™ protection system and a pressure relief valve. These devices must not be tampered with or removed. The water heater must not be operated unless each of these devices is fitted and is in working order.

If the power supply cord or plug is damaged, it must be replaced by an authorised person to avoid a hazard. The power supply cord and plug must be replaced with a genuine replacement part available from your nearest Service center.

The warranty will become void if relief valves or other safety devices are tampered with or if the installation is not in accordance with the instructions.

This water heater is only intended to be operated by persons who have the experience or the knowledge and the capabilities to do so. This water heater is not intended to be operated by persons with obvious physical restraints or minors.

The removal of the front panel will expose all the electrical wiring harnesses at 230V. It must only be removed by an authorised or qualified person.

The power lead from the water heater must be plugged into a weatherproof electrical outlet. Take care not to touch the power plug with wet hands.