





# THERMALARK

## ARK200, ARK270 Hot Water Storage Unit Warranty

### WARRANTY PERIOD


---

-  The tank is guaranteed for a period of five (5) years from date of purchase.
-  All other parts are guaranteed for a period of two (2) years from date of purchase.
-  General workmanship is guaranteed for a period of twelve (12) months from date of purchase.


 *Note: No warranty is provided for parts required to install the unit. Examples include but are not limited to tempering valves, plumbing, valves, filters.*

### HOW TO MAKE A CLAIM

---


-  Contact ThermalARK on 1800 44 90 30 and / or send an email to [sales@thermalark.com.au](mailto:sales@thermalark.com.au) with the following details;

1. Make and model of the unit
2. Serial number of the unit
3. Name, address, and contact number
4. If possible, purchase receipt and purchase date
5. Description of fault


 *Note: Service call outs for unrelated or expired warranty related issues may incur a service call out fee.*

### SPECIFIC EXCLUSION

---

-  This warranty excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper power supply, vermin infestation, incompetent or incorrect installation, any fault that is not directly attributable to faulty manufacture or faulty parts, any modification which affects the reliability or performance of the unit. Specifically the warranty does not cover;

- Natural disasters (hail, lightening, flood etc)
- Rust from damage to paintwork
- If the unit was not installed by a licensed plumber
- If the unit was incorrectly installed
- No fault found: service calls where the problem can be remedied by setting change etc
- Costs associated with handling or freight or damage to the product in transit if not organised by ThermalARK

 *Disclaimer: details outlined in this warranty and additional to all other conditions, warranties, rights and remedies, expressed or implied by the Trade Practices Act 1974 and similar consumer protection provisions contained in state legislation and all other obligations and liabilities on the part of the manufacturer or supplier and nothing herein contained shall restrict or modify such rights, remedies, obligations or liabilities.*