Sigma Sheetmetal Products Limited

24 Princes Street, Onehunga
PO Box 13013, Onehunga, Auckland, New Zealand
Telephone: (09) 6363657
Email: sales@sigmasheet.co.nz

WARRANTY CLAIM FORM

Date: _____

NAME/OWNER:	PHONE:
ADDRESS:	
PRODUCT DESCRIPTION:	
DATE PURCHASED:	SERIAL NO:
FROM:	BRANCH:
PLUMBER/INSTALLER:	PHONE:
FAULT:	RELIEF OR OPEN VENT
POSITION OF RELIEF:	CWE RATING: _____ kPa
WATER SUPPLY (PLEASE CIRCLE) TOWN RAINWATER BORE PUMP FITTED	
AVAILABLE FOR PICK UP YES/NO	FROM:
REPLACEMENT SENT YES/NO	INVOICE NO:
INSTALLER:	FACTORY INSPECTION JOB NO:
ACTUAL FAULT FOUND:	

Conditional replacement of product

Customer to accept any replacement product is subject to inspection at our factory

The cost of the replacement product will be payable by the customer if the warranty claim is denied through damage caused by - faulty or incorrect Installation, excessive pressure, negative pressure (collapsed tank) or aggressive water.

Accepted by customer: Name _____

Signed: _____ Date: _____

WARRANTY PERIODS

PRODUCT	WARRANTY PERIOD FROM DATE OF PURCHASE
Low Pressure Cylinder Medium Pressure Cylinders (Heavy Head) Standard Mains Pressure (Glass Lined) Duplex Stainless-Steel Mains Pressure Hunson Type Mains Pressure Coil Cylinders Marine & Motorhome Cylinders Dairy Cylinders Automatic Oversink Boilers	5 YEARS
Hot Rod Heat Exchangers Undersink Boilers & Chillers Elements, Valves & Thermostats	1 YEAR
Commercial Installation	3 YEARS
Solar Panels	5 YEARS

• Warranty periods are applicable from the date of purchase.

Products are covered for the stated period against failure due to defective material or manufacture.

This guarantee does not cover removal or re-installation of the hot water cylinder, or any consequential losses incurred including any freight costs. Should a defect occur within the guaranteed period, the specific item is to be returned with proof of purchase to the supplier.

In some circumstances we may cover the labour cost of a product that has failed under warranty within the first 12 months from the date of purchase. Where a cylinder is installed outside of the metropolitan area or further than 25km from an authored agent, travel costs shall be the owner's responsibility.

This guarantee applies only to the defects occurring under conditions of normal use for which this specific water heater was designed and damage to the water heater caused by negative or excessive pressures above the maximum working pressure, incorrect installation, failure due to corrosion caused by chemical action/ aggressive water or other substances introduced into the water supply are not covered by the Guarantee.

Cylinders are covered under warranty for the stated period. Where a failed component or cylinder is repaired or replaced under warranty, the balance of the original period will remain effective - The replaced part or cylinder does not carry a new warranty.

Repair or replacement of any defective cylinder or boiler is at our discretion.

Sigma Sheetmetal Products Ltd will not cover extra costs such as use of cranes or roof removal where the cylinder has been installed in a non-accessible area.

Continuous water quality and impurity limits

TDS (Total Dissolved Solids)	Total Hardness CaCO3	Dissolved (free) COC	Ph	Langelier Index
Up to 600 mg/L or ppm	Up to 200 mg/L or ppm	Up to 25 mg/L or ppm	6.5 - 8.5	Between - *1.0* - 0.8