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Warranty Policies and Guidelines



Foreword

These procedures have been written to assist with the facilitation of the Glen Dimplex Express Warranty.

The manufacturer, retailer, installer, consumer and technician all have an important part to play to ensure that Glen Dimplex products are marketed, installed, used and maintained correctly. Where an appliance issue arises during the term of the Express Warranty it is essential that the issue be dealt with professionally and efficiently and in a manner which at least meets if not exceeds consumer expectations. These procedures assist to ensure that these expectations are met and customer satisfaction achieved.

We urge you to ensure that staff, at all levels within your organization, be familiarized with these procedures.



GLEN DIMPLEX
AUSTRALASIA LTD

Glen Dimplex Warranty Procedure Contents

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INTRODUCTION

Warranty service is extremely important to the end users of Glen Dimplex products. It is critical that issues raised by the end user are dealt with promptly and in a courteous and professional manner.

Retailers that provide a superior level of service have the highest level of customer satisfaction. Misunderstanding by the end user of the warranty terms and conditions or how to obtain after sales service can result in warranty disputes and/or customer dissatisfaction. Retailers therefore must ensure that their customers understand the Express Warranty and their respective responsibilities so as to ensure that disputes are minimized and customer satisfaction is achieved with the minimum of fuss or bother.

Warranty is not just about the manufacturer; the retailer, installer and end user having their responsibilities to uphold. These procedures are designed to inform those involved in the sale, use or repair of Glen Dimplex products, of the warranty procedures and their respective responsibilities.

These procedures will assist to ensure that customer satisfaction is achieved and where issues do arise that they are dealt with in a controlled and efficient manner.

SECTION 1. THE GLEN DIMPLEX EXPRESS WARRANTY

1.1 Warranty Coverage

Glen Dimplex products are warranted subject to conditions, to be free from (factory) defects in material or workmanship under normal use, for a period which is detailed in the Express Warranty Statement (see section 1.3).

1.2 Matters Not Covered By Warranty

Not covered by the Express Warranty are issues that are directly or indirectly due to:

- 1.2.1 Incorrect or poor installation;
- 1.2.2 Failure to follow the Installation, Operating and Maintenance Instructions for Appliance and/or Flue;
- 1.2.3 Normal wear and tear;
- 1.2.4 Misuse or neglect;
- 1.2.5 Accidental damage;
- 1.2.6 Modifications not authorized by Glen Dimplex (in writing);
- 1.2.7 Incorrect or poor quality fuel;
- 1.2.8 Incorrect choice of appliance;
- 1.2.9 The use of other than Glen Dimplex authorized flues;
- 1.2.10 Sooting due to incorrect installation or poor quality fuel;

- 1.2.11 Damage due to the ingress of water or any other contaminant;
- 1.2.12 Failure to maintain the appliance adequately e.g. annual servicing requirements and/or
- 1.2.13 Any consequential, indirect or special damages of any nature whatever or any loss of profits economic loss or any similar form of damage unless required under the Consumers Guarantees Act 1993 or the Australian Trade Practices Act 1974;
- 1.2.14 All travel costs for a distance over 50km from base (100km round journey). Costs in excess of this are the consumer's responsibility. **All** travel to offshore Islands is the responsibility of the Consumer. (See the Glen Dimplex Gas Fire Warranty Card).

Failures or damage caused directly or indirectly by any of the above will not be accepted by Glen Dimplex as being covered under the terms of the Express Warranty.

1.3 The Glen Dimplex Express Warranty Statement

The Express Warranty Statement is supplied with all appliances and must be read in conjunction with these procedures.

SECTION 2. RESPONSIBILITIES

2.1 The Manufacturer

The manufacturer (Glen Dimplex Australasia Ltd) is responsible for:

- 2.1.1 The provision of an Express Warranty which protects the purchaser from (factory) defects in material or workmanship for a defined term commencing from date of original purchase;
- 2.1.2 The administration of an efficient warranty claim system in support of service dealers, and;
- 2.1.3 The provision of advice and support to retailers and service dealers on warranty/technical matters.

2.2 The Retailer

The retailer is responsible to ensure that the customer (end user) is:

- 2.2.1 Sold the correct appliance to meet their requirements;
- 2.2.2 Fully aware of the appliance's features and capabilities;
- 2.2.3 Understanding of the warranty terms and conditions;
- 2.2.4 Fully conversant with the operation of the appliance and accessories where fitted;

2.2.5 Aware of how to obtain warranty and/or after sales service assistance via the retailer, and

2.2.6 Aware of the annual routine maintenance and servicing requirements for the appliance.

The retailer is also responsible to ensure that:

2.2.7 They have the services of an authorized technician in the area in which the appliance is sold who can deal with any technical appliance issues that may arise. Glen Dimplex will only take responsibility for travel/labour up to a radius of 50km from the nearest technician's base.

Note. If a retailer suggests to a customer (end user) that they must contact the manufacturer (Glen Dimplex Australasia Ltd) to resolve appliance issues, the retailer may be in breach of the Fair Trading Act.

2.3 Transit Damage

All appliances shipped ex Glen Dimplex are to be unpacked and inspected for damage on arrival and if damage is apparent it is to be reported to the driver at the delivery time. The driver is to sign the delivery docket confirming transit damage. The appliances should then be repaired and a Warranty Claim submitted to Glen Dimplex with a copy of the delivery docket (signed by the driver) attached to a Glen Dimplex Warranty Claim Report Form. If the appliance is damaged beyond economical repair it is to be returned to Glen Dimplex via a Goods Return Advice (GRA) and a replacement appliance arranged. Glen Dimplex Customer Care (Sales) will provide a GRA authorization number and arrange if necessary the collection of goods to be returned. The delivery docket signed by the driver confirming transit damage must accompany the appliance when returned.

Glen Dimplex will not accept liability for transit damaged goods unless this procedure is followed.

2.4 The Installer

The installer is responsible to ensure that:

2.4.1 The appliance is installed correctly and commissioned as per Glen Dimplex Installation and Operating Instructions and all other relevant building, gas & wood fitting, fluing and electrical statutory regulations, and codes.

2.5 The Customer (end user)

The customer (or end user) is responsible for ensuring that:

- 2.5.1** The appliance is correctly operated and maintained in accordance with the Installation and Operating Instructions supplied with the appliance;
- 2.5.2** The appliance is maintained on an annual basis in accordance with the Installation and Operating Instructions and documented in the Annual Service Record at the rear of the Instructions, and
- 2.5.3** He/she advises the retailer from whom the appliance was purchased of any installation or operating issues.

2.6 The Service Dealer (Technician)

The Service Dealer is responsible for:

- 2.6.1** Determining that the appliance is still within its warranty period;
- 2.6.2** Determining that the fault is covered under the terms of Glen Dimplex Express Warranty Statement;
- 2.6.3** Referring fault's which are due to incorrect installation or operation back to the retailer or installer for rectification*, and
- 2.6.4** Conducting warranty repair work as quickly and efficiently as possible;
- 2.6.5** The submission of an accurate Glen Dimplex Warranty Claim Report form filed within 60 days of the work having been carried out (example at Annex A).

Note that all parts that have been replaced to effect a warranty repair are to be returned to Glen Dimplex with the Warranty Claim Report Form for inspection. If on inspection the part is not proved to be defective then the claim or part of the claim will not be allowed, reasonable freight costs of returning the parts may be claimed on the claim form.

- 2.6.6** Where appropriate referring unresolved technical or performance issues onto the Glen Dimplex Master Technician for resolution (if available in the area). For information on availability of a Master Technician or you would like to become a Master Technician in your area please contact the Department manager for Technical Support.

*** Glen Dimplex Australasia will not accept responsibility for rectifying installation or operator issues.**

2.7 Master Service Dealer (Technician)

Glen Dimplex Master Service Dealers/Technicians are established in various locations and are authorized by to Glen Dimplex to:

- 2.7.1 Conduct warranty repair work in accordance with section 2.4. (Note that Glen Dimplex Master Service Dealers are not required to return parts unless requested);
- 2.7.2 Investigate appliance technical and/or performance issues and either rectifying same or passing the matter onto whoever is responsible e.g. installer, retailer, end user, Glen Dimplex etc, and
- 2.7.3 Liaison with retailers, installers, end users and Glen Dimplex to solve technical/warranty matters which may be in dispute. Generally speaking the Master Service Dealer has the authority to act on Glen Dimplex's behalf where issues need to be resolved with some urgency.

SECTION 3: WARRANTY REPAIR PROCEDURE
(See the flow chart at Annex B to these procedures) .

3.1 End User

Should an issue become apparent with the appliance, the end user should contact the retailer from whom the appliance was purchased.

3.2 The Retailer

On being contacted by the end user the retailer is to assess the matter and determine whether:

- 3.2.2 The issue raised is an installation matter, which requires rectification by the installer;
- 3.2.3 An operator problem which is to be addressed by the retailer (see note 1);
- 3.2.4 A technical matter which is to be addressed by a recognized Glen Dimplex technician (see note 2).

Note 1. It is the responsibility of the retailer or the installer to ensure that the customer is familiar with the operation of the appliance once installed. It is a requirement that the appliance Installation and Operating Instructions be made available to the end user, or their agent, by the retailer/installer at the completion of the installation.

Note 2. If a Glen Dimplex service dealer (technician) is called to address an issue with an appliance and the matter is determined as being due to other than defective materials and workmanship on Glen Dimplex 's behalf, then Glen Dimplex will not accept liability for any costs involved

in the callout. Costs will be the responsibility of the person/organization who initiated the callout.

3.3 Glen Dimplex Service Dealer/Master Service Dealer (Technician)

On assessing a reported appliance issue, the service dealer is to act in accordance with Section 2.6 or 2.7 of these procedures (whichever is appropriate).

3.4 Warranty Claims/invoices

An invoice for warranty work **MUST** be submitted to Glen Dimplex, but it must be accompanied by a fully completed Glen Dimplex Warranty Claim Report Form. Note that the probable cause of failure **MUST** be clearly annotated in Box 5 of the claim form. The dealer must have a system of cross referencing their invoices with the Glen Dimplex Warranty Claim.

3.5 Warranty Credits/Payments

Once a Warranty Claim Report Form has been processed, the dealers account will be credited and a Credit Note issued. For dealers with a Spares and Warranty account whose account is in credit at month's end, outstanding balances will be paid out by cheque unless otherwise arranged.

3.6 Warranty Claim Status Enquiry

All enquiries as to the status of a warranty claim must quote the job invoice number as entered on claim.

3.7 Labour Rates and Travel Charges

Hourly rates and travel charges allowed for warranty repair work should be identified and are in accordance with the industry agreed rate.

3.8 Excessive Charges

Where a dealers charges are in excess of the industry agreed rate, and the dealer does not provide full justification for the excessive charge/s then Glen Dimplex reserves the right to adjust the charges without notice.

3.9 Warranty Parts

Parts required to effect a warranty repair are to be obtained by placing an order with Glen Dimplex Customer Care Team (Sales) as per normal parts ordering procedure, NOT with Technical Services. Parts are charged out at the dealer's price and reimbursed at that price on submission of a Glen Dimplex Warranty Claim Report Form. The reason/s for replacing the part/s must be substantiated on the Glen Dimplex Warranty Claim Report Form and must be in accordance with the Express Warranty Statement.

Note that all parts that are replaced for a warranty repair are to be returned to Glen Dimplex for inspection accompanied by the Warranty Claim Form unless otherwise advised. Glen Dimplex Master Service Dealers are not required to return defective parts unless requested to do so in specific circumstances. The exception to the above is that ALL gas valves, ignition packs, control boxes and other components over the value of \$100 replaced are to be returned for analysis and will only be credited if proved to be defective.

If the returned part is not proved as being defective then it will be returned to the dealer. The claim or part of the claim may be rejected accordingly.

3.10 Transit Damage

See section 2.3

ANNEX A



WARRANTY CLAIM REPORT

ALL CLAIMS MUST BE SUBMITTED WITHIN 30

| |
|----------------------|
| Your invoice number: |
|----------------------|

| |
|----------------------|
| Your account number: |
|----------------------|

Repair Date _____

| | |
|----------|-------------------|
| 1 | Owners Name: |
| | Address: |
| | City/Town: |
| | Owners Signature: |

| | |
|----------|--|
| 2 | Model: |
| | Type of unit: |
| | Serial No: |
| | Private / Commercial Use (circle one) Date Failed: |

| | |
|----------|---|
| 3 | Distributor: Glen Dimplex Australasia Ltd 38 Harris Rd East Tamaki PO Box 58-473 Greenmount Auckland |
|----------|---|

| | |
|----------|-------------------|
| 4 | Date of Purchase: |
| | Purchased From: |
| | Address: |
| | Phone No: |

| | |
|----------|--|
| 5 | Probable cause ('Defective' is non descriptive & more information is required) |
| | |

| | |
|----------|------------------------------------|
| 7 | Warranty Credit (Glen Dimplex use) |
| | Labour: |
| | Parts: |
| | Less _____ % |
| | Sub Total: |
| | GST: |
| | Total: |

| 6 | Work Performed (attach copy of job sheet) | Job No | Hours | Mins |
|----------|---|-----------------------------|-------|------|
| | | | | |
| | | Invoice total cost excl gst | | |

| 8 | Part No. | Description | Qty | Price | Total | Glen Dimplex Invoice No: |
|---------------------------------|----------|-------------|-----|-------|-------|--------------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Parts total and costs excl gst: | | | | | \$ | |

| | |
|-----------|-----------------------|
| 10 | Warranty Performed By |
| | Name: |
| | Address: |
| | Signature: |

| |
|---------------------|
| Gas registration No |
| NZHH Certificate No |

NOTE

MUST BE SUBMITTED PER
GLEN DIMPLEX'S
INSTRUCTIONS WITHIN 30 DAYS
FROM DATE OF REPAIR ,
OTHERWISE CLAIM MAY BE
REJECTED. DEALER INVOICE
INCLUDING INVOICE NUMBER
MUST BE ATTACHED.

GAS PRODUCTS ONLY
Ensure you have completed
the gas appliance check
sheet overleaf

PLEASE RETURN ORIGINAL COPY TO GLEN DIMPLEX AND
PHOTOCOPY FOR REMITTANCE

ANNEX B

Glen Dimplex Gas Appliance Check Sheet

This form must accompany all Gas appliance warranty claims and must be completed in full otherwise it will be returned-unprocessed.

Fill in only those readings which apply to the valve in use.

| Millivolts Readings at: | Reading is: |
|----------------------------|-------------|
| TH/TP-TP <i>Pilot only</i> | |
| TH/TP-TP <i>Burner On</i> | |
| TH/TP-TH <i>Burner On</i> | |
| T Couple <i>Pilot Lit</i> | |

| | |
|--|-----------------------------|
| Air Shutter Setting: | = |
| Log/Ember set correctly: | Y / N (<i>circle one</i>) |
| Gas Pressure reading: | |
| - <i>Manifold (outlet)</i> | = |
| - <i>Line (inlet)</i> | = |
| | |
| Ohms: | |
| TH/TP-TP | = |
| TP-EPU Wire | = |
| | |
| ECS set up | Y / N (<i>circle one</i>) |
| Polarity check | Y / N (<i>circle one</i>) |
| DV flue sealed with supplied Mill Pack | Y / N (<i>circle one</i>) |
| Owners Manual left with consumer | Y / N (<i>circle one</i>) |

ANNEX C

GLEN DIMPLEX WARRANTY REPAIR FLOW CHART

