

4. The guarantee only applies to the hot water unit and does not cover any plumbing or associated parts, including but not limited to, pressure limiting or relief valves, stop cocks, non return valves, electrical switches, pumps or fuses supplied or used by the person installing the unit.
5. The guarantee does not include any additional costs i.e. for fault finding or removing a heater where dismantling or removal of other materials is required i.e. cupboards, wall, roofs etc.

Peter Cocks Ltd will not be liable or pay claims for damage to furniture, carpets, walls, foundations, electrical fittings and wiring or any other consequential loss either directly or indirectly due to leakage or any other causes from a water heater. We recommend that all water heaters should have a safety tray installed. Peter Cocks safety trays can be purchased through your local plumbing merchant.

Where a hot water heater or component is repaired or replaced the remaining guarantee period will remain effective; there is no additional guarantee to be added.

Where the hot water heater is installed in a location exceeding 25km from a main centre or installing contractor or service agent the owner is responsible under the guarantee for paying mileage and cartage costs for any repairs/replacements which occur during the first 12 months.



Hot Water Cylinders by Peter Cocks (2010) Ltd

TERMS OF GUARANTEE



MAINS PRESSURE



LOW PRESSURE

Until a claim has been authorised to proceed by Peter Cocks (2010) Ltd, the owner is responsible for all costs associated with the claim.

Please contact us on:

Ph: 0800 555 048

Ph: 03 384 1360

Fax: 03 384 5903

Email: info@petercocks.co.nz

Website: www.petercocks.co.nz



Peter Cocks (2010) Ltd will repair or if deemed necessary replace a defective water heater or part due to faulty manufacture, on the following terms and conditions as per table 1.

To be considered for a guarantee claim the Guarantee Forms Part 1 & 2 in the Installation Guide must have been completed in full by the installing tradesmen, signed off as complying with the relevant NZ Building codes, NZS4603, NZS4607, G12 and any municipal building codes in force at the time of installation. Guarantee Form Part 2 must be signed off by the owner and returned to Peter Cocks (2010) Ltd.

Failure to comply will invalidate your guarantee.

Table 1.

Cylinder Type	Guarantee Period	Coverage
All	First 12 Months from date of installation or 13 months from date of factory dispatch whichever is the earlier.	Repair or replace the water heater or its components including labour at no cost. See conditions.
Low Pressure Copper Up to 122 kPa	Between Years 2 and 5 inclusive	Repair or replace the water heater; owner responsible for freight, removal/ installation and labour costs.
Mains Pressure Stainless Steel Up to 500 kPa	Between Years 2 and 3 inclusive	Repair or replace the water heater at no cost. See conditions.
	Between Years 4 and 10 inclusive	Repair or replace the water heater; owner responsible for freight, removal/ installation and labour costs.

The decision to repair or replace is entirely at the discretion of Peter Cocks (2010) Ltd.

CONDITIONS

The guarantee only applies to cylinders installed in New Zealand and for defects in the hot water unit which have arisen solely due to faulty materials or workmanship. The electrical components are covered by their respective manufacturers and are subject to their terms and conditions.

The Element seal is considered to be a part of the element and as such is covered for 1 year by the element manufacturer.

Roof, bore and water not treated by a municipal plant may be corrosive and we suggest conducting a water analysis to determine its suitability. If necessary water treatment should be undertaken to ensure the correct operation and life expectancy of your Peter Cocks water heater.

This guarantee does not cover and is not limited to the following.

1. Connection to a non potable water supply, connection to a private pumping system if valve vented, accidental damage, abuse, misuse, maltreatment, abnormal heat, negative pressure, stress or strain, and in particular, harsh or adverse water conditions, contamination or corrosion from particles in the water supply, excessive water pressure or temperature, damage caused by acts of God and neglect of any kind to the hot water unit or its components.
2. Damage to the casing, insulation or inner shell caused by external leaks.
3. Faulty or improper installation (installed by an unqualified person, or not complying fully with the requirements of the NZ Building Code and relevant statutory regulations).