

LKK Warranty Conditions



1. LKK warranty on new items comes with:
 - Australia - 12 months parts & labour
 - New Zealand – 12 month parts & labour
2. LKK warranty requests only extends to normal business working hours & excluding public holiday. Outside business hours will incur a fee.
3. LKK warranty starts from date of invoice.
4. Defective replacement spare parts will be repaired or re-supplied for a period of twelve (12) months from invoice. This undertaking applies only to state capitals and major provincial towns. Remote areas are not covered by this commitment and special enquires should be made.
5. LKK warranty does not include travel time to remote & rural areas, travel time is to be paid prior to sending a service agent.
6. LKK warranty does not extend to wear & tear components including items such as knobs, thermocouple, pilot burner & burner jets. These will only carry 3 months return to base warranty from date of invoice.
 - Piezo (Ignitor) & lead carry a 12 month return to base warranty from date of invoice.
 - Breakages of wok handles and pilot cover is not covered under warranty.
 - Cleaning of burners, injectors or pilots due to blockage is not covered under warranty.
 - Any problems that might arise due to poor installation of goods will not be covered, including failure to commission the gas regulator to correct running pressure. The installer must install and adjust the regulator to the recommended working pressure. Refer to unit user manual.
7. All bench top items are only covered by a return to base policy.
8. Request for any spare parts will be invoiced and will be credited once LKK receives the faulty part for inspection.
9. Gas installation must be installed in accordance with the installation requirements of AS/NZS5601.1 and on fire-proof base.
10. A gas certificate of compliance on completion of all gas installation work on LKK Food Equipment may be required to be sited upon carrying out warranty work. **Unlicensed gas work is illegal** and **will not** be covered under warranty. LKK reserves the right to report any illegal gas work.
11. Warranty claims must be lodged with the dealer along with proof of purchase and product serial number.
12. Evidence of tampering or modification will be void of warranty.
13. A fee is chargeable if:
 - there is no fault found
 - fault is caused by the operator / installer
 - callout is in rural area
14. Warranty work is to be only carried out by an authorised service agent