



## Warranty Terms and Conditions

**IMPORTANT NOTE: CUSTOMERS ARE REQUIRED TO PROVIDE CREDIT CARD DETAILS WHEN BOOKING A WARRANTY SERVICE. NON-WARRANTY REPAIRS ARE CHARGED TO YOUR CREDIT CARD (AS SET OUT IN SECTION 3 BELOW).**

All **Norris Australian Manufactured glass & dishwashers** come standard with five (5) years warranty on the control board/cabinet and two (2) year parts & labour warranty on the rest of the appliance. The warranty period can be extended to five (5) years on the entire machine if our recommended chemicals are purchased and used in a manner consistent with the cycle count throughout the extended warranty period. To claim the extended warranty, proof of chemical purchases consistent with the cycle count may be required.

All Norris imported machines come with a 1 year parts and labour warranty, with the exception of the IM200, which comes with a 2 year parts and labour warranty.

The Norris Warranty Terms and Conditions for the Australian made glass & dishwashers are set out below.

This warranty is given by Norris Industries Pty Ltd, hereinafter referred to as Norris, ABN 69 002 351 840, of 28 Strathmore Road, Caves Beach, NSW, Australia, the manufacturer of Norris brand glasswashers & dishwashers (the appliance) and shall only apply to appliances installed in premises within the Commonwealth of Australia.

1. Subject to the exclusions set out in section 2 below, Norris warrants that the component parts of the appliance are free from defects in material and workmanship for the following periods:

- 1.1 The warranty period for the control board and cabinet is five (5) years from the date of original purchase;
- 1.2 The warranty period on the remainder of the appliance for all parts and labour, whether internal or external, is two (2) years from the date of original purchase. Increased to five (5) years if extended warranty is taken up.
- 1.3 If a defect in workmanship or materials occurs within the warranty period, Norris will repair the defect using a Norris authorised technician, subject to the exclusions below.

2. Service under warranty will not apply where:

- 2.1 The purchaser or installer has not complied with the conditions or directions contained within the operating and installation instructions supplied with the appliance;
- 2.2 There is a failure of the purchaser / operator to reasonably maintain the appliance according to instructions supplied;
- 2.3 There is a failure of wash and rinse arm bearings;
- 2.4 There is a failure of the detergent and or rinse aid dispenser squeeze tubes;
- 2.5 There is a failure of the "S" or "P" trap;
- 2.6 There is a failure of the drain hose;
- 2.7 There is a failure of the drain tube 'O' ring;
- 2.8 There is normal wear and tear;
- 2.9 There is malicious damage or damage caused by careless and improper use;
- 2.10 There is a malfunction caused by dirty or poor quality water or water pressures outside the recommended range;
- 2.11 There is damage caused to the appliance in delivery from the dealer to the customer;
- 2.12 There is damage caused by the customer's installer at the time of installation;
- 2.13 There is consequential damage caused to premises or fittings through a component part failure;
- 2.14 There is damage caused by vermin, insects or other pests;
- 2.15 The customer has used replacement parts not supplied by Norris or labour not being that of an authorised Norris technician;
- 2.16 An authorised Norris technician attends to the appliance and no fault is found; or
- 2.17 There is damage caused by the installation or attachment to the appliance of external apparatus not supplied to the customer by Norris, and will be charged at Norris technician normal rates.

Note 1: The adjustment of any detergent and or rinse aid dispensers, whether native to the machine or by other chemical supplier, is **not** covered under warranty.



Note 2: The detergent and rinse aid dispenser squeeze tubes are a consumable and as such should be replaced at six (6) monthly intervals. The squeeze tubes and the service to replace the squeeze tubes are **not** covered under warranty.

3. Warranty service is carried out on-site during business hours. This warranty does not cover travel time in excess of one (1) hour, or any after hour's charges or costs unless previously agreed to by Norris. Charges apply to travel time in excess of one hour and should be paid directly to your service agent. Failure to pay for excess travel time will void any further warranty eligibility. **For any warranty service call, Norris requires the customer to provide details of, and to authorise the use of, the customer's credit card to cover any excess charges under this item and relevant service, labour and parts charges. If the warranty service call proves to be due to one of the exclusions set out in clause 2; relevant service, labour, and parts charges will be at the customers expense. Failure to pay for a non-warranty call will void any further warranty eligibility.** If Norris deems it necessary to return the appliance, or a component part of the appliance to its factory for repairs, the customer will pay freight in both directions unless otherwise agreed to by Norris.

4. Use of replacement parts not supplied by Norris or the use of labour not being that of an authorised Norris technician shall relieve Norris of all future liability and responsibility.

5. (a) This warranty is the only warranty applicable to the appliance and subject to any warranties that cannot be excluded at law is expressly in lieu of all other expressed or implied warranties including any implied warranty of merchantability or fitness for a particular purpose, and any other on the part of Norris.

(b) The remedy contained in this warranty is the sole remedy for any defect found to exist in the appliance and subject to clause 6, all other remedies, losses and damages are excluded, including any liability for incidental or consequential damages.

6. If the Trade Practices Act 2012 or any other legislation implies a condition or warranty in respect of any appliance or any labour services provided, and Norris's liability for breach of that condition or warranty may not be excluded but may be limited, clause 5(b) does not apply to that liability and instead Norris's liability for such breach is limited to, in the case of supply of goods, Norris replacing the goods or supplying equivalent goods or repairing the goods, or in the case of a supply of services, Norris supplying the services again or paying the cost of having the services supplied again.

7. Persons requiring service and seeking to rely on this warranty must contact and deal with Norris (Free call 1800 803 569) (Free call 1800 803 569) who will appoint an approved Norris service technician.

8. All parts replaced under the provisions of this warranty shall become the property of Norris and shall be released by the customer to the authorised Norris technician for return to Norris.

9. The rights or obligations under this warranty must not be assigned, transferred or licenced by the original purchaser of the Appliance, and is not transferable to any subsequent owner of the appliance.

10. This warranty is only applicable to the Norris Australian Manufactured Machines.

**Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For any further information please call Norris.**