



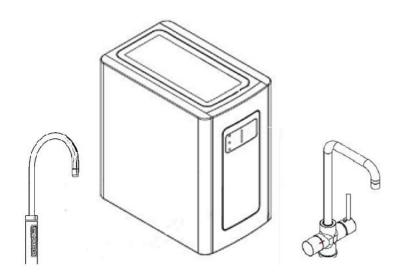


This appliance incorporates backflow protection complying with AS/NZS 3500.1

No further backflow protection is required for connection to the water supply.

# Sparkling, Chilled and Ambient Water Dispenser

STM1 Installation and Operating Manual with ST1 and ST2 Tap Options.



Please read these instructions carefully before installation.

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#### **Customer Service**

Congratulations on your purchase of the Sodatap<sup>©</sup> Water Dispenser. The STM1 is a high performance unit manufactured using quality materials and components. Once installed correctly, and if it is maintained properly, it will give years of reliable and trouble-free service.

More information about Sodatap, contact details and access to spare parts can be found at **sodatap.com.au**.

## **Product Installation Record**

We suggest completing the following and keeping this page in a safe place for future reference:

Model Number	STM1
Serial / Batch Number	
(refer to label on the rear of the unit)	
Distributor purchased from	
Date of Installation	
Installer / Technician Details	

Table 1: Product Installation Record

We recommend professional installation by a licensed plumber, who will also have access to any special tools required to carry out the installation. **Faulty operation due to work by unqualified persons will result in a voided warranty.** Please check laws applicable to your State regarding installation. This product must be installed in accordance with AS/NZS3500.1 and AS/NZS3500.2.

# **Product Specifications**

Model Number	STM1
Flow Capacity	20 Lph
Max Power Consumption	100 W
Max Water Pressure	500 Kpa
Recommended Water Pressure	350 - 500 Kpa
Room Temperature Operating Range	10°C to 40°C
Chilled Temperature	4°C to 10°C
Power Requirements	50 Hz / 220-240 V
Unit Dimensions	390 (H) x 240 (W) x 370 (D) mm
Warranty	3 Years

**Table 2: Product Specifications** 

## **Product Dimensions**

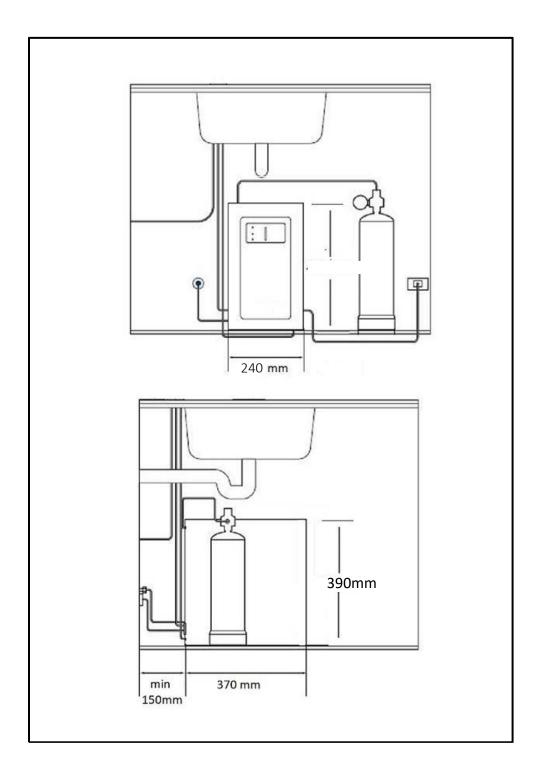


Figure 1: Dimensions STM1 Unit

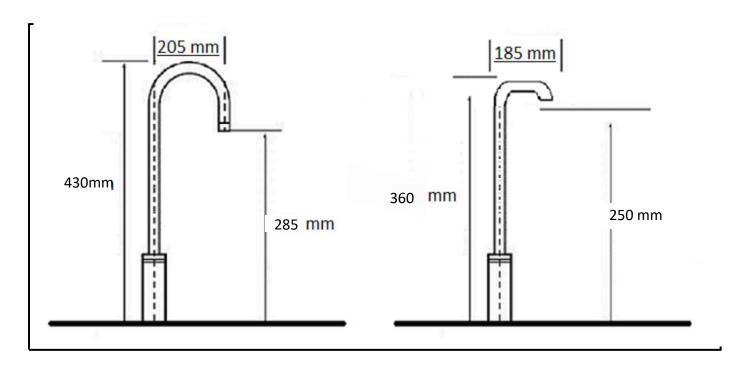


Figure 2: Dimensions ST1 Tap

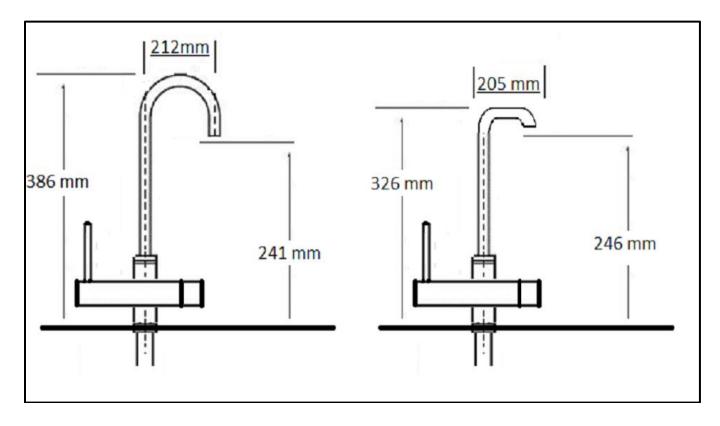
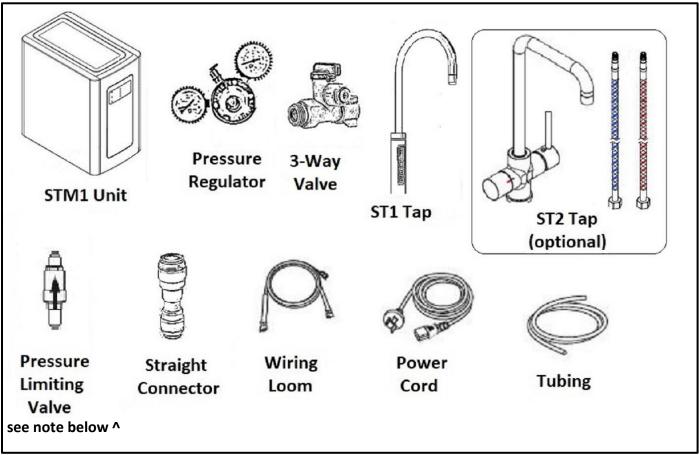


Figure 3: Dimensions ST2 Tap

#### Parts Overview

After unpacking the equipment, ensure all parts are present and check that none have been damaged in transport.

Your purchase should include the following parts:



<sup>^</sup> This appliance incorporates backflow protection complying with AS/NZS 3500.1 No further backflow protection required for connection to the water supply.

Figure 4: Parts Included

Parts exclude a CO<sub>2</sub> bottle\*. Provided the supplied pressure regulator is installed, most CO<sub>2</sub> bottles can be used, including a regular SodaStream bottle however, for better value and ease of use, we recommend using a 2.6kg bottle available from sodatap.com.au or your local brewing supply store (where they can also be refilled).

The ST2 tap is an optional substitute for the ST1 tap.

The tubing included can be used for both CO2 and water connections. It can be cut to any length and the amount supplied is ample for regular installation.

<sup>\*</sup>unless selected with your order

<sup>^</sup> a 0.9kg bottle is also available if space is restricted

The following table lists the parts. Item numbers are referenced in some of the diagrams that follow.

ITEM NUMBER	PART	DESCRIPTION	QUAN TITY
1	ST1 tap	3-Function touch screen tap for chilled filtered, chilled filtered sparkling and ambient filtered water.	1
		With wiring loom.	1
	ST2 tap (when substituted for ST1 tap)	5-Function tap for chilled filtered, chilled filtered sparkling and ambient filtered water. Connection to existing unfiltered hot and cold water via braided flexible hoses.	1
		With wiring loom.	1
		Hot water flexible hose.	1
		Cold water flexible hose.	1
2	¼ inch push-in connector	Connects water outlet tube to outlet tap	1
3	¼ inch LLDPE tube	For all water and CO <sub>2</sub> connections	3 M
4	3-way valve	For connection to water outlet	1
5	pressure limiting valve	Reduces inlet water pressure when required* (see note below table)	1
6	STM1 unit	Main chiller/filter & carbonation unit	1
7	Pressure regulator valve	To set and adjust CO <sub>2</sub> output pressure	1
8	240 V power supply cable	Connects unit to standard AU 10 A power outlet	1
9	BC filter	Block carbon water filter	1
10	NSC filter	Nano silver carbon ultra fine water filter	1

Table 3: Parts List

<sup>\*</sup> This appliance incorporates backflow protection complying with AS/NZS 3500.1 No further backflow protection required for connection to the water supply

## Before Installation

**VERY IMPORTANT!** Carefully read through this instruction manual and check that all environmental requirements can be met to prevent voiding the warranty. The installation sequence must be followed in the correct order and as specified in this user manual. The unit and CO<sub>2</sub> bottle must be installed upright as shown in the diagrams in this manual. In the event of a leak or electrical fault, the unit must be isolated from both power and water supplies and advice should be sought from a qualified technician.

**Note:** To comply with Australian Plumbing Standards, the supplied pressure limiting valve must be installed. This will prevent damage or malfunction in case the line pressure exceeds 500 kPa, which is the recommended limit for the STM1 unit.

- Caution: The STM1 system is designed for mains/town water supply only and this supply must be microbiologically safe and disinfected if appropriate.
- Check the appliance rating (see specifications for power requirements), and ensure the correct power supply is available for the appliance and that the relevant circuit will not be overloaded.
- Check that the unit and tap locations are within reach of each other and within reach of the power and water connections.
- There must be sufficient room for the appliance inclusive of ventilation requirements for other appliances within the cupboard and in general. Ensure that the cupboard is capable of supporting the appliance. Provide for 24 kg, which includes a gas bottle.

**Note:** If required, provide additional ventilation within the cupboard before starting the installation. The aim is to avoid cupboard temperatures reaching 40°C or above. Inadequate ventilation can lead to malfunction and may as a consequence void the warranty.

**Installation Note:** Although failure can happen early due to unforeseen circumstances, a water filter system like any product, has a limited life and may eventually fail. To avoid possible property damage, this product should be regularly examined for leakage and/or deterioration and replaced or serviced

when necessary. A drain pan, connected to an appropriate drain or fitted with a leak detector, should be used in applications where water leakage could cause property damage. The water and gas supply should be turned off if no one is home for an extended period of time.

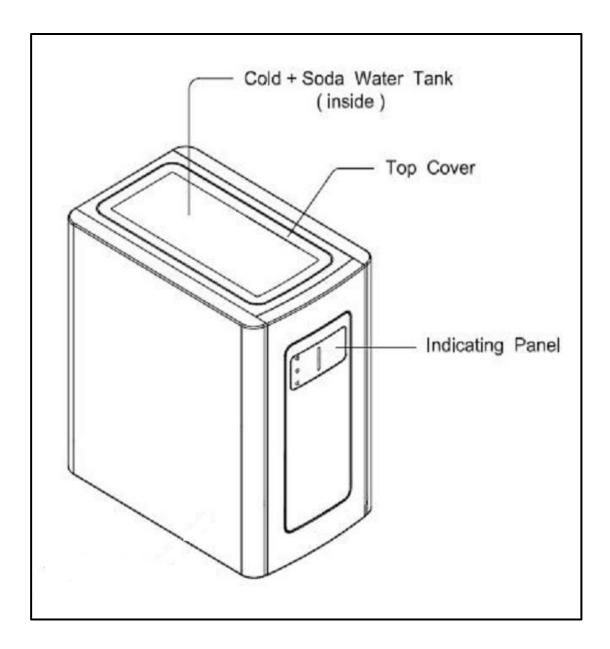


Figure 5: STM1 Unit at a Glance

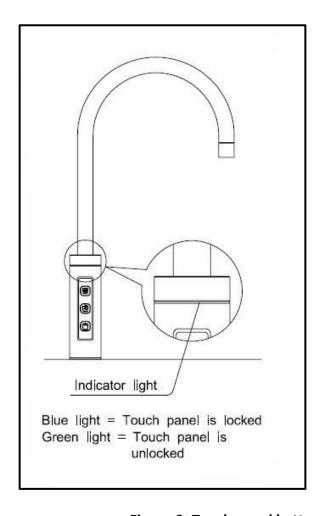
## Installation Instructions

#### ST1 Tap - Introduction

The ST1 tap does not replace an existing tap, but augments it with functionality for dispensing filtered chilled, filtered ambient and filtered chilled sparkling water.

#### **ST1 Tap Operation**

Certain ST1 tap models may have a "sleep" mode. This mode is indicated by the blue LED light (Figure 6: *Touch panel buttons and colours - ST1 tap*). Press the desired button once and the LED light will change from blue to green to indicate that the tap is ready. Press the button again to start dispensing water.



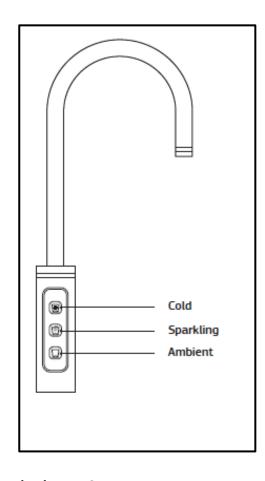


Figure 6: Touch panel buttons and colours - ST1 tap

#### Plumbing Installation – ST1 Tap

The following instructions refer to the diagrams in Figure 7: STM1 Unit Plumbing and Figure 8: Complete STM1 Installation (ST1 tap and parts as listed).

- 1. A 26 mm hole is required for the ST1 tap (max. 30 mm). Select a suitable position for the tap on the counter top so that it will dispense into the sink bowl with ample clearance below the outlet.
- 2. Isolate the existing water supply. Uninstall the connections on the existing cold water line and connect the 3-way valve. Reinstall the previous connection to the 3-way valve.
- 3. Connect the inlet of the pressure limiting valve to the outlet of the 3-way valve using a suitable length of the supplied tubing. Observe the water flow direction as illustrated in Figure 8: Complete STM1 Installation (ST1 tap and parts as listed).
- 4. Connect the straight connector to the tube on the tap.
- 5. Connect the wiring loom to the tap after removing the black plastic nut from the tap thread. Be sure not to bend or break the pins.
- 6. Carefully feed the wiring loom, straight adaptor and tap connections through the tap hole and place the tap in position, ensuring it sits flush with the counter top.
- 7. Screw on the tap nut and tighten, making sure the tap is correctly positioned on the counter top. Installing the tap on a sink instead of a counter top may require more care to align all the parts. HAND TIGHTEN ONLY overtightening may split the plastic nut.

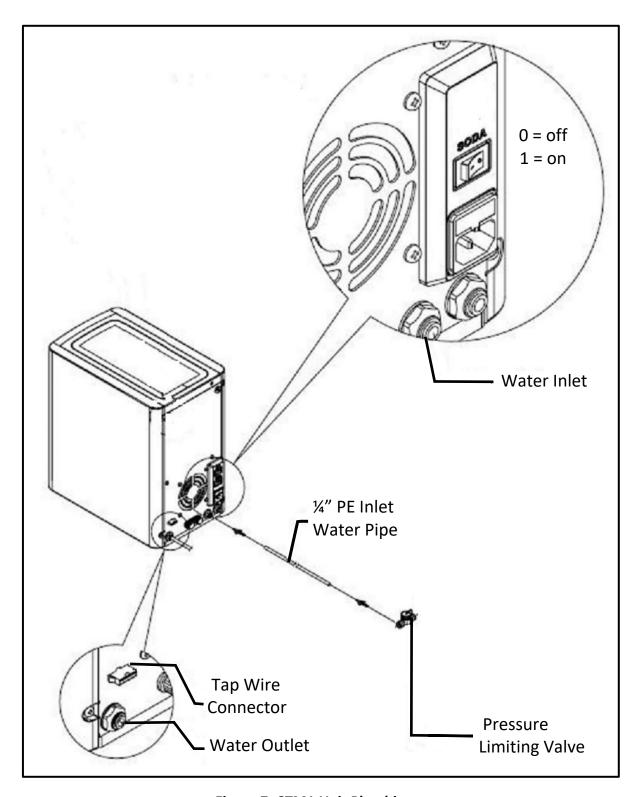


Figure 7: STM1 Unit Plumbing

- 8. During and after plumbing installation, ensure that all switches at the rear panel of the unit remain off.
- 9. Choose the best position for the unit with the required 150 mm clearance for ventilation at the rear and at the top of the unit. Allow access room for changing filters at the top of the unit and a suitable place where water spillage will not cause damage to property.

**Note:** If the cupboard does not permit enough space for filter changes, leave enough tube length to allow the filter system to be removed from the cupboard to change the filters.

- 10. With a suitable length of tubing, connect the outlet of the pressure limiting valve to the water inlet at the back of the unit.
- 11. With a suitable length of tubing, connect the straight adaptor to the water outlet, trimming back any excess tubing.
- 12. Attach the wiring loom from the tap to the unit, taking care not to bend or break the pins. You may have a spare wiring loom depending on model.
- 13. Connect the power cord at the rear of the unit to the power outlet.

  Note: DO NOT turn on the water or power supply, this will be done in the Cold/Ambient Water Commissioning steps.



The following diagram illustrates the complete installation of the STM1 unit, showing the ST1 tap and other parts as in Table 3: Parts List

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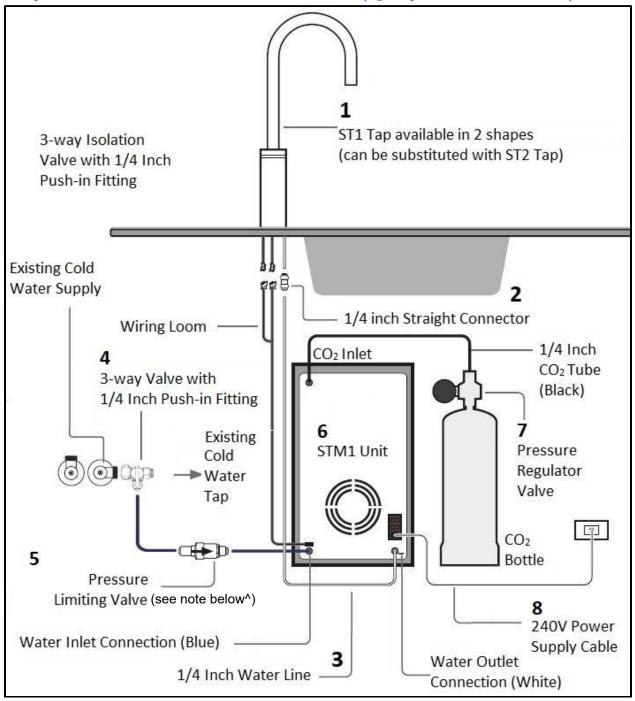


Figure 8: Complete STM1 Installation (ST1 tap and parts as listed)

<sup>^</sup>This appliance incorporates backflow protection complying with AS/NZS 3500.1 No further backflow protection required for connection to the water supply

#### ST2 Tap Introduction

The ST2 is an optional substitute for the ST1 tap. The ST2 tap replaces an existing tap and provides functionality for dispensing regular hot and cold tap water (right-hand lever), and filtered chilled, filtered ambient and filtered chilled sparkling water (left-hand controller).

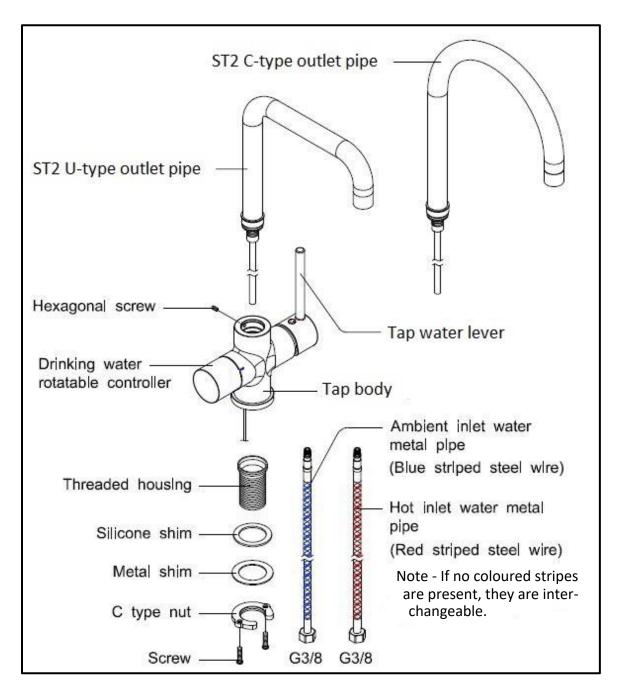
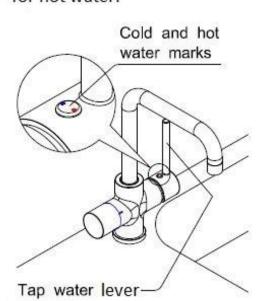


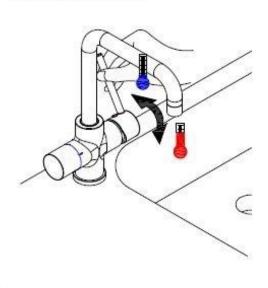
Figure 9: ST2 Tap Parts Overview

#### **ST2 Tap Operation – Right-hand side**

1. There are two marks on the right-hand side lever - blue for cold ambient water and red for hot water.



2. Hold lever and rotate, following the arrow direction to select ambient or hot water, or a mix in between.



3. Pull the lever to the right as indicated by the arrow until water is dispensed.

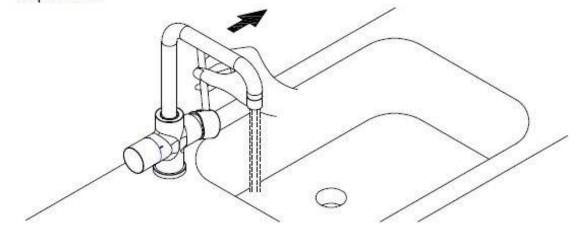


Figure 10: ST2 Right-hand Tap Instructions

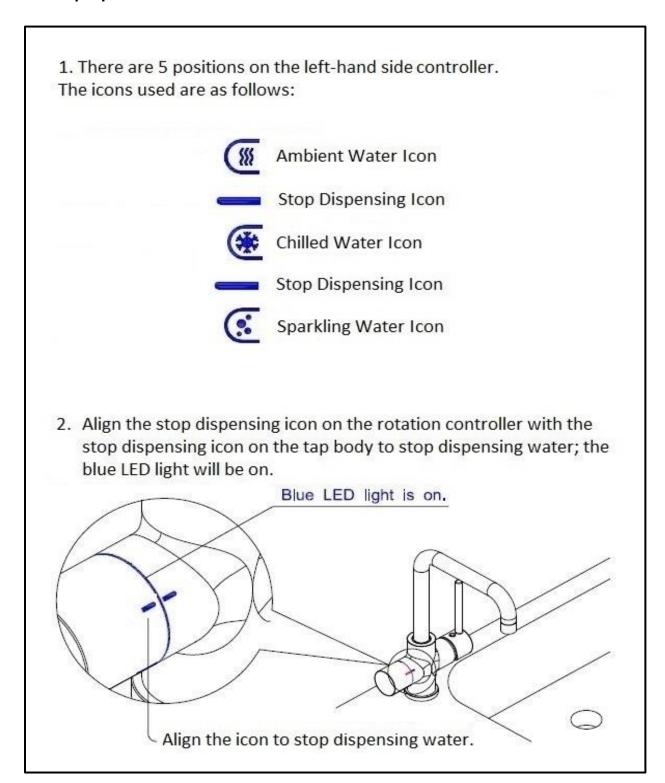


Figure 11: ST2 Left-hand Tap – Stop Dispensing Positions

The ST2 left-hand tap operates by turning the controller from the stop positions to the desired dispensing mode. The controller has 5 positions (refer Figure 11: ST2 Left-hand Tap – Stop Dispensing Positions. The next two diagrams illustrate controller positions for the Chilled and Sparkling Water dispensing modes.

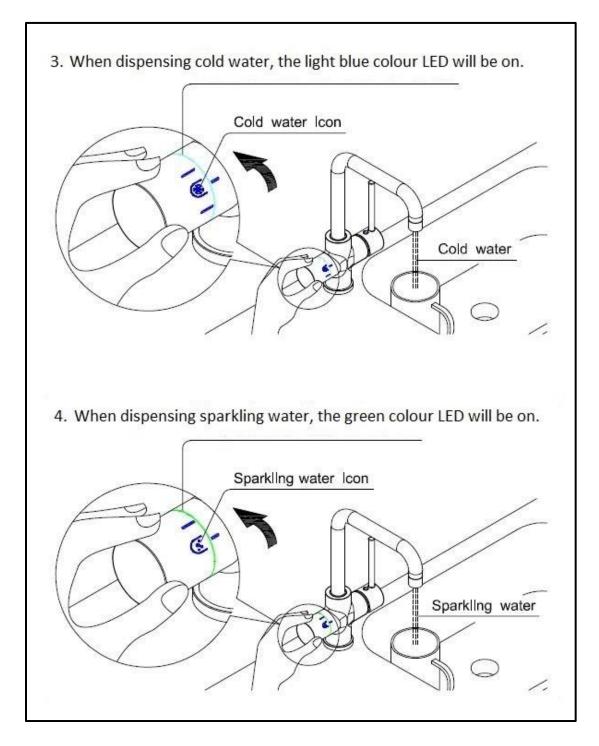


Figure 12: ST2 Left-hand Tap Dispensing Modes

#### Plumbing Installation - ST2 Tap

- A hole with a diameter between 32 mm and 35 mm is required for the ST2 tap. Select a suitable position on the counter top that is more than 50 mm away from the wall, and for the tap to dispense into the sink bowl with ample clearance below the outlet.
- 2. Referring to the diagram below, insert hot and ambient inlet water pipes into the corresponding holes, then twist the pipes to fix them into the tap body.

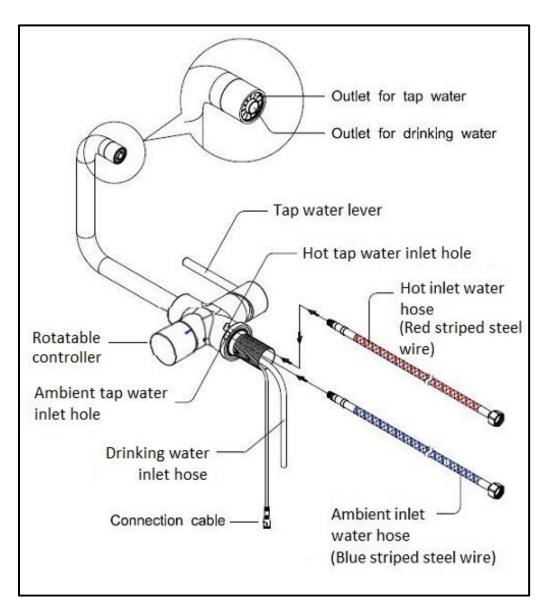


Figure 13: ST2 Tap Plumbing (view 1)

- 3. After tap assembly, insert the threaded housing into the drilled hole, together with all pipes and the wiring loom.
- 4. Follow the sequence as marked in Figure 14: *ST2 Tap Plumbing (view 2)*. Install silicone shim, metal shim and C-type nut. Tighten the screws.

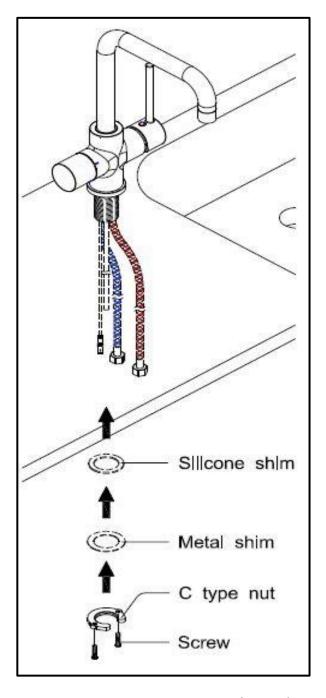


Figure 14: ST2 Tap Plumbing (view 2)

- 5. Ensure both the power supply and water supply remain turned off before continuing with the plumbing installation.
- 6. Connect hot and ambient inlet water pipes with existing hot water and ambient water sources respectively.
- 7. Connect drinking water inlet pipe and 3-way valve to STM1 unit as illustrated in Figure 15: *Complete STM1 Installation (ST2 tap and parts as listed)*.
- 8. Finally, connect the power supply cord with the connector on the rear panel of the unit and plug it into the power supply socket.



The following diagram illustrates the complete installation of the STM1 unit, showing the ST2 tap and other parts as in Table 3: *Parts List*.

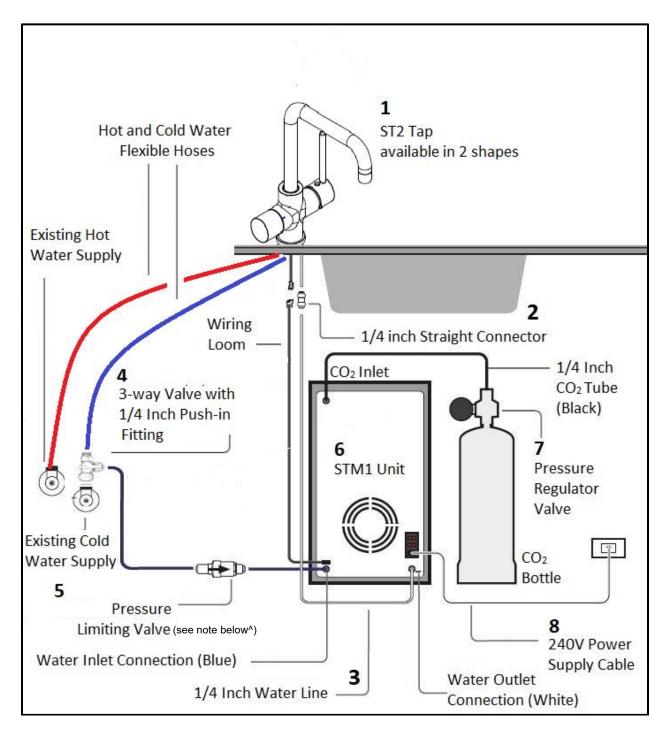


Figure 15: Complete STM1 Installation (ST2 tap and parts as listed)

<sup>^</sup> This appliance incorporates backflow protection complying with AS/NZS 3500.1 No further backflow protection required for connection to the water supply

#### Procedure for CO<sub>2</sub> cylinder installation

The following instructions refer to Figure 16: *CO2 Cylinder Installation*.

- 1. Position the CO<sub>2</sub> bottle upright and as close to the unit as possible.

  Note: Any CO<sub>2</sub> bottle should always be upright during transit, storage and use. If the bottle has been left horizontal, place it upright and let it stand for at least 60 minutes to allow the contents to settle before installing.
- 2. Ensure the red regulator valve is in the off position by turning it to perpendicular with the gas line.
- 3. Connect the CO<sub>2</sub> bottle to the pressure regulator by firmly screwing the regulator clockwise onto the bottle. Avoid overtightening as this may damage the sealing rubber and cause a leak. Apply some soapy water on the connection between the bottle and pressure regulator to test for leaks.

  Note: When the valve in the bottle is depressed during connection, some CO<sub>2</sub> may escape. (sodastream type bottle only)Please wear protective gloves and screw the bottle on as fast as possible.

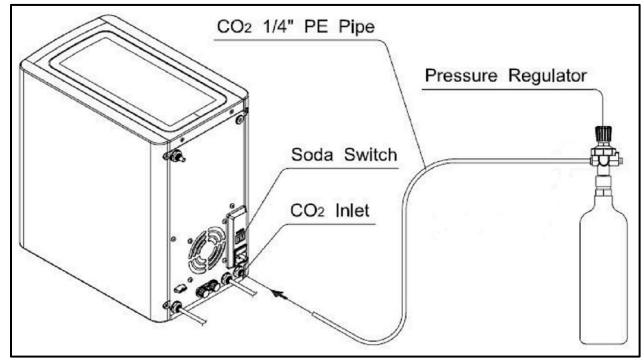


Figure 16: CO<sub>2</sub> Cylinder Installation

4. Attach the tube, connecting the "CO<sub>2</sub> IN" connection at the back of the unit to the CO<sub>2</sub> pressure regulator.

**Note:** DO NOT open the pressure regulator yet. This will be done in the Soda/Sparkling Water Commissioning Sequence.

- 5. Again, confirm that there is adequate ventilation around the unit (150 mm).
- 6. Check all tubes from the unit to the tap for kinks and tube sagging. If found, correct them, as it can cause gas flow to be reduced or stopped altogether.
- 7. Double check that all tubes, fittings and connections to and from the unit and tap have been connected and fitted correctly.
- 8. Check that all electrical connections are firm, safe and free of damage.

#### Commissioning of Cold/Ambient Water

- 1. Turn on the water supply at the inlet. The 3-way valve is open when the lever is parallel to the 1/4-inch outlet line.
- 2. Turn on the power supply at the power point the tap light should illuminate.
- 3. Flush the filters by dispensing chilled water for 1-2 minutes followed by ambient water for another 1-2 minutes or until water runs clear of carbon fines. (It is normal for black particles, cloudiness or micro-bubbles to appear during the filter flush).

**Note**: For safety, the taps will stop dispensing after approximately 75 seconds, to restart the tap, simply select the desired selection again.

4. Turn on the COLD power switch on the back of the unit. The chilling indicator on the front panel will turn off once the correct temperature is reached.
Note: The temperature to be maintained in the tank is preset to 4-10 degrees. It takes approximately 20-30 minutes to complete the chilling cycle, depending on incoming water temperature and ambient surroundings of the unit.

#### Commissioning of Soda/Sparkling Water

- 1. Ensure the CO<sub>2</sub> bottle is connected firmly and safely to the pressure regulator and that the gas tube is fitted correctly.
- 2. Slowly open the  $CO_2$  valve on the bottle and set the regulator pressure at approximately 3 bar (please read "gas replacement" section on page 34 for a detailed guide to this step). Slowly turn on the red regulator valve.
- 3. Turn off the water supply at the source. The 3-way valve is shut when the lever is perpendicular.
- 4. Purge the soda water line of any air by dispensing sparkling water from the tap for 30 seconds.
- 5. Turn on the water supply at the inlet. The 3-way valve is open when the lever is parallel to the 1/4-inch outlet line.
- 6. Turn on the SODA power switch on the back of the unit and dispense sparkling water from the tap for 15 seconds allowing any excess CO<sub>2</sub> to be dispensed.
- 7. Allow 2-5 minutes for the CO<sub>2</sub> tank to fill completely.
- 8. **Note:** The Bar pressure on the  $CO_2$  gauge may increase during this step. Venting from the  $CO_2$  gauge and/or the pressure relief valve within the unit is normal.
- 9. Dispense sparkling water from the tap for 10-15 seconds and allow the tank to refill for approximately 1 minute. Repeat this process 1-3 more times or until water carbonation is evident.

**Note:** The pressure on the CO<sub>2</sub> gauge should fluctuate between 3-4 Bar during this process and during normal operation.

10. Allow 4 hours for the water to chill and to reach full carbonation.

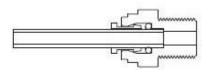
Note: A small amount of water will be dispensed after using the sparkling feature for 1-2 seconds. This is normal as the CO₂ is purged from the line. Please conduct a soapy water leakage test as detailed on page 34, item 7.

# How to use the tube connection fittings

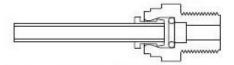
To make a connection the tube is pushed in by hand. The collet locking system will then hold the tube firmly in place without deforming it or restricting flow.



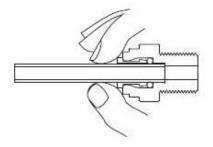
1. Cut the tube square. Ensure that the outside diameter is free from score marks.



3. Pull on the tube to check that it is secure. Test the system before use.



Push the tube into the fitting and up to the tube stop. The fitting grips before it seals.



PROCDURE TO DISCONNECT

To disconnect, ensure that the system is depressurised. Push the collet square against the fitting. With the collet held in this position, the tube can be removed.

Figure 17: Using Tube Connection Fittings

## Safety Considerations

When the water supply needs to be shut off for any safety reasons, the 3-way valve should be closed (lever in perpendicular position).

For safety, the maximum time for a single dispensing is 75 seconds. Press the button (ST1 tap) or turn the lever (ST2 tap) once again to dispense more water. Please contact your distributor or a qualified technician for repairs if the water dispenser is damaged or if it operates incorrectly.

#### WARNING

Whilst it is possible to use a Sodastream type Co2 bottle with our regulator, we don't recommend it due to the absence of a shut off valve. When working with Sodastream bottles, take extreme care and wear thick gloves as some gas may escape. This gas is usually very cold and can cause burns to bare skin.

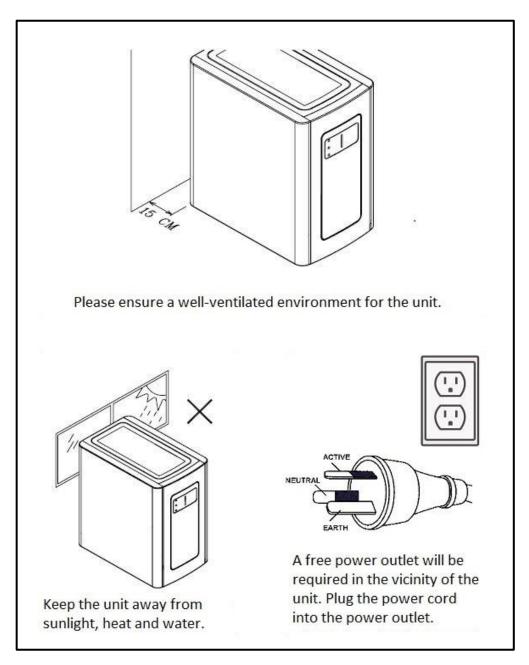


Figure 18: Safety Considerations

## Leakage Detection

When a leak detector is present and it detects a leak, the LED light in the tap will flash. Proceed as follows:

- 1. Isolate the water supply at the 3-way valve (lever in perpendicular position).
- 2. Unplug the unit from the power supply.
- 3. Remove the side panel of the unit, wipe off any excess water from the probe of the leak detector and the base panel.
- 4. Replace the side panel.
- 5. If leaking continues, please contact the distributor or a qualified technician.

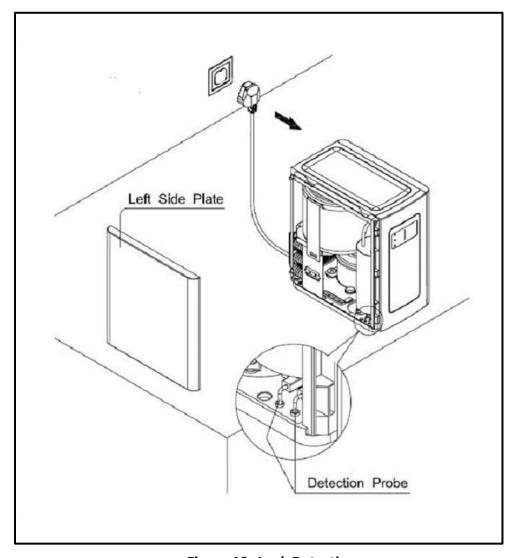


Figure 19: Leak Detection

#### Maintenance

#### Filter replacement

Filter replacement is advised every 6 months, when taste diminishes or when water flow is reduced. Replacement filters are available from sodatap.com.au The use of improper filters may void your warranty.

- 1. Turn off the water supply at the inlet. The 3-way valve is shut when the lever is perpendicular. Depressurise the water lines by dispensing ambient water until flow stops.
- 2. Remove the filter cover by pushing in the clip-on top of the unit.

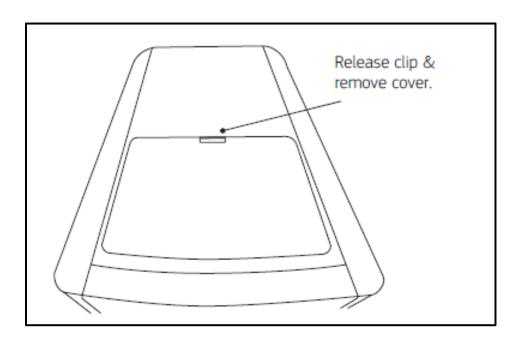


Figure 20: Filter Cover Removal

3. Push in the release button on the filter manifold and lift it out of the unit.

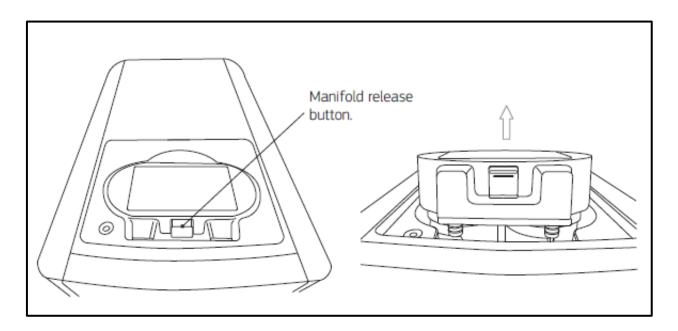


Figure 21: Filter Unit Removal

4. Unscrew old filters from the manifold in a counter-clockwise direction.

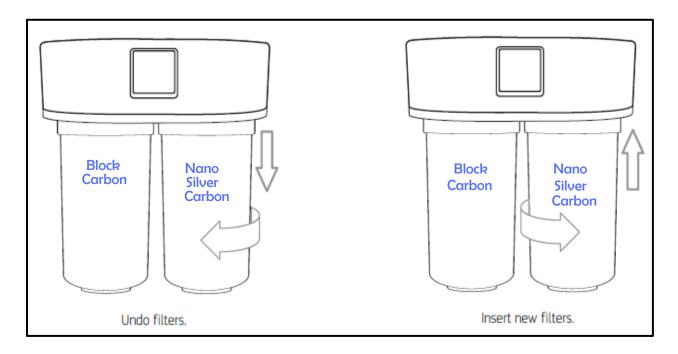


Figure 22: Unscrew and Insert Filters

- 5. Clean the inside of the manifold (wipe down) until there are no traces of excess water.
- 6. Remove packaging from the new filter cartridges. Insert each new cartridge into the manifold by pushing it up and rotating it **clockwise** until it stops.
- 7. Reinsert the manifold, ensuring it clicks in securely.
- 8. Restore the water supply. The valve is open when the lever is parallel to the 1/4-inch outlet line. Check that there are no water leaks.
- 9. Replace the filter cover.
- 10. Flush the filters for 5-10 minutes by dispensing chilled water firstly for a few minutes, followed by ambient water for a further few minutes or until black carbon particles have cleared. It is normal for particles, cloudiness or micro-bubbles to appear during the filter flush process.

- 1. Isolate the  $CO_2$  by turning the gas bottle valve to the 'off' position . Next, turn the red lever on the regulator to the 'off' position by ensuring it is perpendicular to the gas line.
- 2. Unscrew the empty CO<sub>2</sub> bottle from the pressure regulator. (Turn the regulator nut **anti-clockwise**).

**Note:** Some CO<sub>2</sub> may escape during this time.

3. Connect the new CO<sub>2</sub> bottle to the pressure regulator by firmly screwing the bottle **clockwise** onto the regulator without overtightening as this may damage the sealing rubber and cause a leak.

**Note:** Some CO<sub>2</sub> may escape during this time.

- 4. Slowly open the CO<sub>2</sub> bottle valve and check the pressure reading, ideally it should be 3-4 bar. This can be adjusted by turning the pressure control knob on the front of the regulator clockwise to increase pressure, or anti clockwise to decrease pressure. **Note**, the pressure gauge closest to the CO<sub>2</sub> bottle reads working pressure, whilst the other gauge reads pressure left in the bottle (a visual gauge of when the bottle is nearing empty and requires replacement). Do not turn the pressure control knob too far clockwise or else the pressure in the system may be too great and cause a leak. Decreasing pressure may take time as it needs to dissipate through the system.
- 5. Slowly open the red regulator valve and dispense sparkling water from the tap for several seconds by selecting the sparkling water position. Next, turn the tap selector to 'off' (by lining the selector up with any of the blue lines) and allow the machine to refill for approximately 1 minute, repeating this process until water carbonation is evident in the dispensed water.

**Note:** The pressure on the pressure gauge should fluctuate between 3-4 Bar during this process and during normal operation.

- 6. Allow 4 6 hours for the water to both chill and reach full carbonation.

  Note: A small amount of water may be dispensed after using the sparkling water feature. This is normal as the CO<sub>2</sub> is purged from the line.
- 7. Using a spray bottle and soap solution, lightly spray all CO<sub>2</sub> connections to <sup>C</sup> heck for leaks. These will be evident if the solution is 'foaming' from the connection points. In this case disassemble the leaking joint and inspect it for any burs or foreign material. Clean the fitting, re-assemble and test again.

## Troubleshooting

PROBLEM	POSSIBLE CAUSE(S)	SOLUTION
Water is not	1. Cold temperature switch	1. Turn cold temperature
chilled	is off	switch on
	2. Refrigerant is leaking	2-4. Contact supplier or
	3. Compressor faulty	qualified technician
	4. Fan faulty	
Cold or ambient	1. No water supply	1-2. Check water inlet for water
water is not	2. Water pressure too low	and pressure
being dispensed	3. Ice blockage	3. Turn off power supply and
		allow 24 hours for blockage to
		melt
Unit sounds a	1. Leakage detected	1. Check for leakage
warning	2. PCB failure	2. Contact supplier or qualified
		technician
Sparkling water	1. No CO <sub>2</sub> supply	1. Check and replace CO <sub>2</sub>
is not being		cylinder
dispensed	2. Water is not filling up	2. Contact supplier or qualified
	sparkling water tank	technician
	3. Soda switch is off	3. Turn soda switch on
Bubble of	1. CO <sub>2</sub> is not well mixed	1. Allow unit more time before
sparkling water	with water	dispensing
is insufficient	2. CO <sub>2</sub> level is low	2. Check and replace CO <sub>2</sub>
	2 60 1111	cylinder
	3. CO <sub>2</sub> outlet pressure is	3. Adjust pressure regulator to
	too low	increase pressure (do not
		exceed 4 Bar)

**Table 4: Troubleshooting** 

**Note:** It is normal for the unit to produce some heat evident in the cupboard space, particularly during cooling. This can be exacerbated by hot water dishwashing in the sink. This is normal as the unit dissapates heat to cool the water but should the cupboard space exceed 35 degrees celcius, leave the cupboard door open for a while and consider additional ventilation. If the temperature continues to rise, switch off the unit and call professional assistance.

#### Warranty

This product is warranted to be free of defects in material and workmanship for a period of 3 years from the date of purchase. Any claim under this warranty must be made within 3 years of the date of purchase of the product.

To make a warranty claim, contact Sodatap directly by either email (info@sodatap.com.au) or Post to PO Box 184, Bassendean W.A 6934. All costs relating to a warranty claim must be approved by Sodatap prior to any work being carried out. The 3-year warranty applies to both parts and labour and excludes filters. We will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to us for consideration.

We may choose to investigate your claim and reserve the right to employ a Professional to investigate and report findings. Property access may be required in order to approve a warranty claim.

The warranty only applies if the product was used and/or installed in accordance with the user manual and/or installation instructions by a licensed plumber and in accordance with AS 3500.1 and AS3500.2.15. Proof of this may be requested. This warranty is given in lieu of all other express or implied warranties and the manufacturer shall in no circumstance be held liable for damages except as excluded by law.

If your warranty is found to be void or the conditions have not been satisfied, we reserve the right to charge inspection and labour fees.

We may request that you return the product to us for inspection and/or repair. We will provide details of where to send the product once a warranty claim has been lodged. Freight, shipping and handling return fees will be paid by you to cover the return to us. Subsequently, we will cover freight, shipping and handling fees to return the product to you.

WARRANTY / AUSTRALIA This warranty is administered by Sodatap, ABN 72 208 316 850, PO Box 184 Bassendean W.A 6934. This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for 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.

Factors that may void this warranty include improper usage, incorrect installation, misuse, neglect, accident, abuse, contaminants in the water supply, damage by insects or vermin, normal wear & tear, natural disasters and excessive water pressure.

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