

Guarantee and Service Policy

SA SERVICE POLICY

In the event of a product fault or complaint arising from the poor or incorrect installation (refer the *Xerophyte Water-Saving Digital Shower Installation Guide*), or a faulty electrical connection or plumbing and/or boiler, please first contact, where applicable, either your installer, a professional and qualified tradesperson or your utilities service provider.

If the fault persists, or the fault from the outset cannot be attributed to any of the afore mentioned causes, the following procedure should be followed:

Telephone IWSX in South Africa on +27 (0) 12 3485022 and ask for Customer Service. To ensure we properly and expeditiously process your complaint you will need to provide the following information:

- Your name and contact numbers
- The address at which your Triton Xerophyte is installed
- The date upon which you purchased your Triton Xerophyte (Note: if your Triton Xerophyte is still under guarantee you will be asked to provide proof of purchase)
- The name of the installer and date of installation
- As much detail as you can about the fault.

Replacement Parts Policy

IWSX holds an inventory of functional spares in South Africa. Spare parts can be ordered from IWSX in South Africa on +27 (0) 12 3485022. Payment can be made by credit/debit card (excluding American Express and Diners Card) or pre-against a pro-forma invoice.

In case of orders for spare parts to rectify faulty product still under guarantee, please note that they will be charged at normal recommended retail if you are unable to provide proof of original product purchase.

IWSX does not accept liability for and will not accept returns for credit or replacement of parts incorrectly ordered or identified at time of order. If IWSX supplies the wrong part in lieu of that ordered, IWSX will replace it with the correct part in exchange for the original part's return.

TRITON STANDARD GUARANTEE

Triton guarantee the Triton Xerophyte Mixer Unit and Triton Xerophyte Controller (the Product") against all manufacturing defects for a period of 3 years (for domestic use only) from the date of purchase, provided that it has been installed by a competent person in full accordance with the installation instructions published in *Xerophyte Water-Saving Digital Shower Installation Guide*.

All Triton accessories such as Triton showerheads, Triton shower hoses and Triton shower riser rails carry 1-year parts-only guarantee by Triton against manufacturing defects.

Under this guarantee, IWSX may elect at its option to without charge repair or replace any part found to be defective during the guarantee period, so long as it has been properly maintained and operated in accordance with the operating instructions and has not been subjected to misuse or damage, and has not be taken apart, modified or repaired. This guarantee applies only to products installed within Southern Africa and does not apply to products used commercially. This guarantee does not affect your statutory rights.

Exclusions. This guarantee does not cover:

1. Breakdown due to:
 - a. use other than domestic use;
 - b. wilful act or neglect;
 - c. any malfunction resulting from the incorrect use or quality of electricity, gas or water or incorrect setting of controls;
 - d. failure to properly install in accordance with this *Xerophyte Water-Saving Digital Shower Installation Guide*.
2. Claims for missing parts once the product has been installed.
3. Repair costs for damage caused by foreign objects or substances.
4. Total loss of the product due to the non-availability of parts.
5. Compensation for loss of use of the product or consequential loss of any kind.
6. The cost of repair or replacement of isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time. Replacement of the pressure relief device that only activates when the shower outlet is blocked is also excluded.
7. The cost of routine maintenance, adjustments, overhaul, modifications or loss or damage arising therefrom, including the cost of repairing damage, breakdown, or malfunction caused by, but not limited to, corrosion, scaling and furring, incorrect water pressure, electrical/plumbing installation faults, frost or exposure to freezing overheating conditions.