

Easypell pellet boiler warranty policy

Version 1.1, 2022

Easypell pellet boilers are distributed in New Zealand by Finite Planet Ltd trading as Apricus Eco Hot Water & Heating (Apricus).

All warranty cover and claims in New Zealand are managed by Apricus. Please contact us on 07 312 3382 or info@ecohotwater.co.nz for any enquiries or claims.

The warranty terms and conditions are as below. Any system components that were not supplied by Apricus, such as radiators, underfloor pipes, hot water cylinders, heating system controls, pressure control systems, etc should be referred to their NZ distributor for warranty claims.

Summary of Warranty Periods

Easypell pellet boilers are manufactured in Europe by ÖkoFEN, one of the leading manufacturers of pellet boilers, from high quality materials and components. The boiler and components are covered under a limited warranty policy with exclusions detailed below.

The summary of warranty periods for all major components are detailed in the Warranty Periods Table:

| Components | Warranty period - parts only | Warranty period - parts and labour |
|---|--|------------------------------------|
| Boiler water jacket, external casing, pellet hopper (excluding mechanical components), insulation | 10 years | 1 year |
| All other components not listed above | 3 years or 6,000 hours of operation, whichever is less | |

Terms and conditions

Note: Product owners are recommended to always keep receipts, invoices, warranties and any installation record forms where applicable, in a safe place to allow faster processing of after sales support requests.

Eligibility requirements to make a claim

The person(s) making the claim must be the product owner or have consent to act on behalf of the owner.

The person(s) making the claim must contact Apricus as soon as they notice any defect(s) without excessive delay, and the product must be within its warranty period.

The product must have its original serial numbers and/or rating labels where applicable.

The product must be installed in New Zealand.

The warranty period begins from the date of installation of the component(s), in the event that proof of installation cannot be provided, the period begins from date of purchase, and in the event that this is also not available, the warranty will begin from date of manufacture of the product plus

6 months.

General warranty conditions

1.1. This Warranty is for Easypell pellet boiler use for heating water only. The Warranty covers “fair use” which is defined as up to 2,000 hours per year. Any Warranty claims for a boiler with more than 2,000 hours use for every year of operation will be at the discretion of Apricus.

2.1. To the extent that a claim falls under the ‘Parts and Labour’ Warranty Period, the Warranty covers the repair and/or replacement of such failed component in fair use and any associated labour costs free of charge. Please note the cost of freight is for customer to pay.

3.1. To the extent that a claim falls under the ‘Parts Only’ Warranty Period, the Warranty covers the repair and/or replacement of such failed component use free of charge. However, the transport, installation and labour costs of repairing the component or delivering the replacement component and removing and replacing the existing component will be the responsibility of the Customer of the existing component.

4.1. The decision to repair or replace the component that is the subject of the Warranty will be entirely at the discretion of Apricus.

5.1. Where an Easypell component, as per table above, in fair use, is repaired or replaced by Apricus, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.

6.1. Apricus reserves the right to alter the design, components or construction to Easypell pellet boilers. Such alterations shall not constitute a defect in design or construction under this Warranty.

7.1. Any claim under this Warranty must include full details of the defect and/or damage to the Easypell pellet boiler system in fair use. All claims must be made within one (1) month of the detection of the defect.

8.1. Dated proof of purchase is required prior to commencement of any work under this Warranty.

9.1. Apricus does not warrant any installation work or associated central heating components conducted by the installer of the Easypell pellet boiler.

10.1. This Warranty only applies to the Easypell pellet boiler system and its components, or component(s) supplied by Apricus and does not cover any plumbing or electrical of associated parts, including but not limited to any parts supplied by any person installing the Easypell pellet boiler and associated heating and/or hot water systems.

11.1. To the extent permitted by law, Apricus shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Easypell pellet boiler or any other matter related to the system or its operation.

12.1. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Easypell pellet boiler in fair use, which the purchaser has under the Consumer Guarantees Act and consumer protection legislation. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

13.1. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.

14.1. This Warranty is effective for all Easypell pellet boilers or component(s) in domestic use installed after 1st January 2021.

15.1. If the Customer has not paid in full for the Easypell pellet boiler or component(s) in fair use then this Warranty does not apply (Proof of purchase is a MUST).

16.1. The Easypell pellet boiler system and its components or component(s) in fair use are covered by a warranty against defective factory parts or workmanship from the date the Easypell pellet boiler system or component(s) in fair use is installed for the relevant period for such component as outlined in Table of Warranty Periods. If the date of installation is unknown, the Warranty commences six (6) months after the date of manufacture.

17.1. Easypell goods come with guarantees that cannot be excluded under the NZ Consumer Guarantees Act. 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.

18.1. Where the Easypell pellet boiler is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.

19.1 The warranty will be rendered void in the following circumstances:

- a. Failure due to misuse, natural disasters, Acts of God, accidental damage, installation by an installer who is not authorized to install an Easypell pellet boiler or incorrect installation and attempts to repair the Easypell pellet boiler by an unqualified person.
- b. Repairs and service carried out by a person who is not a Qualified Service Person or Authorized Service Agent.
- c. Faults caused by incorrect installation, water problems and or electricity supply.
- d. Damage caused by inadequate or inappropriate water treatment additions to the central heating system.

20.1 This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from:

1. accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind;
2. incorrect or improper installation of the Easypell pellet boiler, including but not limited to, installation otherwise than in accordance with the instructions contained in the installers manual supplied by Apricus or incorrect system selection;
3. alteration or repair of the Easypell pellet boiler other than by a licensed plumber or by an approved Apricus agent;
4. attachment of any parts or accessories directly to the Easypell pellet boiler other than those manufactured or approved by Apricus;
5. freezing of the Easypell pellet boiler or associated components if the boiler is left switched off or has run out of pellet fuel. The space in which the boiler is installed must not drop below -3°C when the boiler is not in operation;
6. the power supply to the Easypell pellet boiler being cut
 - a. power surges;
 - b. animals, birds and/or rodents;
7. excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere;
8. faulty plumbing and/or electrical wiring;
9. sludge/sediment in the system water;
10. use of the system without adequate or appropriate corrosion inhibitor in the system water;

10. contamination and corrosion from particles in the water supply;
11. serial tags/stickers on any of the components being removed or defaced;
12. the Easypell pellet boiler being relocated from its original point of installation without written confirmation from Apricus.
13. cosmetic damage to any components resulting from UV exposure, smoke, ash, soot or other combustion particles.
14. damage that has resulted from condensation, moisture ingress, rain.
15. damage that has resulted from the use of pellet fuel that does not meet the requirements of ISO 17225–2 class A1.

21.1 All Easypell pellet boilers must be installed by an Apricus approved installer.

22.1 All Easypell pellet boilers must be installed in accordance with Manufacturer's Installation Instructions and in Accordance with local regulations, municipal building codes and current AS/NZS 3000, AS/NZS 3500, and AS/NZS 2918.

23.1 All Easypell pellet boilers must be operated according to the Manufacturer's Operating Instructions, alongside any additional applicable guidance from Apricus.

24.1 The system pressure must not exceed 300 kPa and an appropriate safety valve must be installed to ensure relief at 300 kPa.

25.1 Electricity supply to the Easypell pellet boiler must be accordance with the relevant NZ standards as well as guidelines in the installation manual.