



Eco Water Solutions

PO Box 18 Foxton Beach

www.ecowater.co.nz

Eco Water Solutions Warranty

Installation of an Eco Water Solutions Gorilla Pump Station will be taken as agreement of the warranty terms below. If you have any questions about the installation or operation of your pump station, please contact us and we will be happy to assist you.

Eco Water Solution's products are designed to be fit for their intended purpose, made with quality and as we describe them to be.

We stand by our products and our customers have the right to be refunded if there is a defect, or to have their purchase repaired or replaced at our discretion. The warranty below is standard with any Eco Water Solutions product and gives a twelve month guarantee against defects and incorrect assembly. Consumers have the right to a five day cooling off period on any warranty we may offer above and beyond what is detailed below.

Eco Water Solution's warranty does not in any way alter the rights our customers have under the Consumer Guarantees Act or Fair Trading Act.

Terms and Conditions of Warranty

- 1.1 This warranty covers manufacturer defects, part defects and incorrect labor for a period of 12 months from the date of purchase.**
- 1.2 All warranty claims must include photographs of product installation and photographs or videos of the defect.
- 1.3 Please inspect your Eco Water Solutions product within seven days of delivery or purchase to ensure that it is in acceptable condition.
- 1.4 All warranty claims shall be accompanied by Eco Water Solutions warranty documentation.
- 1.5 Product must be returned to place of purchase.
- 1.6 Eco Water Solutions warranty program is capped at \$250 including GST (EDIT: OR 'cost of replacing the product and installation costs of up to \$250)
- 1.7 Please include an itemized breakdown of costs as part of any warranty claim.
- 1.8 Please note that the following will invalidate the warranty
 - Incorrect maintenance of the unit (please see our maintenance guide supplied with each unit)
 - Willful misuse or negligence
 - Modifications or any other changes to specification carried out without Eco Water Solution's written consent.
 - Introducing wet wipes, fats and oils into the unit or it's outlet.
 - The use of a unit for a purpose it is not specified to function in (please contact us or visit our website for full unit specifications).
 - Reducing the outlet bore size.

- Unit not being installed level.
- No vent pipe installed as per unit specifications.
- Any installation not performed by a registered plumber.
- Failure to follow installation and use instructions by Eco Water Solutions.
- Incorrect power supply to the unit.
- Manufacturer's sealed power plug being removed.
- Incorrect electrical ducting size for plug.
- Float function impaired by surface oils and fats.

1.9 Eco Water Solutions cannot be held liable for any damage or loss as a consequence of failing to follow the above conditions.

1.10 Eco Water Solutions and the purchaser both agree that the Consumer Guarantees Act shall not apply if a product is purchased for business use. However,

1.11 Nothing in the above warranty shall invalidate any duty Eco Water Solutions has under New Zealand law.

1.12 This product is not warranted against force majeure events (such as a destructive earthquake or volcanic eruption) which exceed its specifications. Eco Water Solutions cannot be held liable for lack of delivery as a result of force majeure.

Governing Law

Eco Water Solutions is a New Zealand Registered Company, and this Warranty is to be read under New Zealand law.

Maintenance for Stormwater Systems

Check regularly for leaves, twigs and any other matter in pumps and pit boxes

During summer months run clean water into pump box and activate pump to flush out the chamber.

Maintenance for Sewage Systems

Check regularly for build up of solids or any other matter in pump chambers.

Periodically wash down the inner walls of the chamber with a high pressure hose to activate pump and thus flush out the chamber.



GORILLA PUMP STATIONS

Further and Faster