



## ***THE PURATAP GUARANTEE***

***Installed on the:***.....

### ***Components***

The main purifier body (the sumps and head) of your Puratap system are guaranteed for 10 years, all other components are guaranteed for a period of three years provided your unit is serviced and Filter changed by Puratap at least annually.

### ***Plumbing***

We guarantee that your Water Purifier has been fitted by a Licensed Plumber.

### ***Service***

We guarantee you one free yearly service call per year to change your filters, sanitise and re-commission the unit providing:

1. You can make your home available when our service personnel are in your area
2. Your replacement filters are purchased from Puratap Pty. Ltd.
3. You are in the metropolitan area

### ***Thank you for your business***

Puratap Pty Ltd ABN 74 071 553 430 • Telephone 133 502 • Facsimile (08) 8363 9811  
60 North Terrace, Kent Town SA 5067 • PO Box 35, Kent Town SA 5071  
Email: [admin@puratap.com](mailto:admin@puratap.com) • Website: [www.puratap.com](http://www.puratap.com)

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### ***CUSTOMER SATISFACTION SLIP***

Customer Name:..... Signed:..... Contract No: .....

Address:..... Postcode: .....

Phone (Work):..... (Home):.....

Installer's Name:.....

***MY PURATAP HAS BEEN INSTALLED TO MY COMPLETE SATISFACTION***

# Terms and Conditions

## 1. Details

|                       |  |
|-----------------------|--|
| Customer              |  |
| Premises              |  |
| Price (including GST) |  |
| Date of Supply        |  |

## 2. Supply and Installation

- 2.1 The Customer signed this document before Puratap Pty Limited ACN 071 553 430 ('Puratap') supplied and, if requested, installed the water purifier system ('the System').
- 2.2 The System will be installed in the kitchen cupboard at the Premises. The System must not be exposed to any ultra violet light.
- 2.3 If the System is installed by Puratap, it will be installed by a licensed plumber.
- 2.4 The Customer will pay the Price to Puratap on the date of supply. When the Customer pays the price he or she will acknowledge that the System has been supplied and, if Puratap has installed the System, properly installed.
- 2.5 The minimum water pressure that the system needs to operate is 20 psi, the maximum operating pressure should not exceed 190psi.

## 3. Product Guarantee

- 3.1 Puratap guarantees the sumps and head of the System for a 10 year period.
- 3.2 Puratap guarantees all other components of the System for three years after the date of supply.
- 3.3 The guarantees given by Puratap are void if:
  - 3.3.1 any person who is not authorised by Puratap (including the Customer) repairs, modifies or cleans any part of the System; or
  - 3.3.2 guarantee is void if product is not serviced and filters changed at least annually.
  - 3.3.3 the System has been cleaned by harsh or abrasive household cleaners or chemicals.

## 4. Customer obligations

- 4.1 The Customer will check the System for leaks approximately 24 hours after the System has been installed and 24 hours after each service.
- 4.2 The Customer will immediately inform Puratap of any faults or defects in the System.
- 4.3 The Customer will not allow any person not authorised by Puratap (including the Customer) to repair or modify the System, or adjust any nuts any nuts on the System.
- 4.4 If there is leak in the System the Customer will:
  - 4.4.1 put the Puratap tap in the 'up' position so that the water flows continuously into the sink;
  - 4.4.2 turn the isolation valve until the water stops flowing; and
  - 4.4.3 if unable to isolate the system then the water must be turned off at mains immediately.
  - 4.4.4 report the leak to Puratap immediatley on 133 502.
- 4.5 Warning: The system must be used with bacteriological safe water.

## 5. Annual Service

- 5.1 The Supplier will, at no charge to the Customer, service the System once a year provided that:
  - 5.1.1 the Customer purchases replacement filters from Puratap at the then current retail price;
  - 5.1.2 the System has not been repaired or modified by anyone not authorised by Puratap;
  - 5.1.3 the System is available to be serviced at a time which is convenient to Puratap; and
  - 5.1.4 the Premises are within the greater metropolitan area.
- 5.2 At that annual service Puratap will:
  - 5.2.1 replace the existing filters with new filters purchased from Puratap;
  - 5.2.2 sanitise the System; and
  - 5.2.3 remove and check the seals.
- 5.3 Any work on the System in addition to that set out in clause 5.2, will be undertaken at the Customer's expense.

**Signed by the Customer**.....

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