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## Warranty Information - Kariba Appliances & Products - Year 2017

### Terms & Conditions of manufacturers "Limited Warranty"

#### **Manufacturing Assurance:**

Kariba products are manufactured in terms of our **Quality Management Manual**, tested in terms of SANS rule 1539 and approved by the Liquid Petroleum Safety Association of South Africa as "Safe LP Gas appliances". Customers are assured of quality and the highest and standards of production. Our Kariba production team are the pioneers of mobile hot water gas appliances and who have developed and produce our range of products that have evolved over the past fifteen years. Kariba appliances including other quality products sold exceed 7,000 appliances sold in South Africa alone, and many more exported to a number of countries Worldwide. Whilst we pride ourselves for quality workmanship and service excellence, in the interest of technology and safety, we reserve the right to make alterations to any model or design, adjustments to and/or replacement of component parts. We further reserve the right to include new Kariba branded products or gas appliances to our range of products and reserve the right to discontinue any of our models and/or component parts offered without prior notification of our intention to do so.

**Quality Assurance Certificate:** Kariba appliances are registered with Non-Transferable serial numbers. A quality assurance certificate bearing the serial number includes the contents of the product, audited and signed by quality control on the day of packing. **IMPORTANT:** Registration by means of faxing a signed Customer Copy of the certificate must be carried out by customers in order to validate the limited warranty to **0027 (0) 0866 140 164**. This certificate certifies that Kariba products Quality Control have thoroughly examined and checked the appliance/product to be in good working condition and that all the components and parts listed are present and correct. The certificate allows the customer to report any missing parts and or damage within a period of 24 hours of purchase. Customers are further allowed a period of 14 days after registering their warranty, in order to test their appliance and report any malfunctions.

#### **Terms & Conditions of "Limited Warranty":**

Kariba Products purchased from Kariba Safari Equipment CC or a Kariba authorized reseller are fully warranted to the original owner against defects in workmanship and materials for 6 months from date of purchase or noted receipt of product. If the product fails, due to a manufacturing defect during the warranty period, we will repair the product or replace it at our discretion upon receipt of the product at the appropriate Repair Facility for evaluation. The cost for shipping the Kariba Product to Repair Facility and back to the customer is not covered under the warranty. Kariba will not be held liable or responsible for lost of in-bound and/or out-bound freighted or posted packages.

Our aim is to satisfy our customers of quality products, workmanship and service at all times. Due to the harsh and uncontrolled environments that Kariba products may be used, a **Limited Warranty** on Kariba appliances and/or products is mandatory.

The extent of our Limited Warranty and Liability is limited to repair or replacement of defective Kariba product only. This warranty does not cover damage caused by accident, improper use and care, discoloration, negligence, accident, acts of nature and normal wear and tear.

#### **Components, parts or damages not covered by this Limited Warranty is listed as follows:**

- Electronic components including Push Button Igniters and Piezo Igniters (after 14 days of purchase in the USA)
- 12 Volt DC pumps (after 14 days if purchase in the USA)
- Damages and/or failures in plastic cases
- Other component damages
- Water Leaks in plastic cases/boxes/bags
- Cosmetic changes including heat discoloration/blistering of decals and/or rust.
- Freeze Damage caused due to freezing of heat exchanger coils
- Heat damage to heat exchanger coils or connecting hoses.

Other exclusions include any product used in commercial, military and industrial applications or any product used in war, including any product that has been altered or modified is excluded from this Limited Warranty.

**Aftercare Service:** For warranty evaluation, returns and refunds please contact the dealer/reseller from where your purchase was made. Damage not covered under this limited warranty can be repaired at a reasonable cost. For further information contact Kariba Safari Equipment CC **+27 (0) 21 511 9405** or email [karibaequipment@telkomsa.net](mailto:karibaequipment@telkomsa.net) in RSA, or

**USA Aftercare Service:** Contact **Equipt Expiditon Outfitters +1 866.703.1026** Email: [Sales@Equipt1.com](mailto:Sales@Equipt1.com)