

Product Warranty

Kwikot warrants that its electric water heaters are free from manufacturing defects. This is the only warranty given by Kwikot in respect of its electric water heaters. Kwikot gives no other warranties or representations, whether express or implied. No amendments or additions to the warranty shall be binding on Kwikot.

Kwikot makes no warranty or representations in respect of the installation of electric water heaters. Claims in respect of the installation of electric water heaters must be referred to the applicable installer, who shall be solely liable under any installation warranties given. Any non-compliance on the installation shall be submitted to the end user in writing by the installer.

This warranty covers the electric water heater only and does not cover any other part or parts of the installation which may become damaged as a consequence of the failure or defect of the electric water heater. Kwikot will repair or at its own discretion, replace the faulty part with a new or re-manufactured one.

The period during which this warranty applies will be calculated from the date of installation of the original water heater, provided that documentation of proof of the installation date is furnished. Kwikot will accept a signed installers invoice, proof of occupancy on a new build property, COC, purchase invoice with the client information and product serial number and code captured. If the installation date is not available or cannot be proved, the date of manufacture, as determined by Kwikot from information on the serial plate, shall be deemed to be the commencement date of the warranty period.

If Kwikot carries out repairs or replacements, the warranty period will not start afresh or be extended, irrespective of how many repairs or replacements are carried out. Even if an electric water heater is repaired or replaced, the warranty period will still be calculated from the date of the original installation or manufacture date of the original electric water heater, as the case may be. Kwikot offer an extended two month warranty on the electrical components on the replacement EWH, providing that the parts installed are genuine Kwikot products. Original serial plate information will be captured onto the new water heater.

Components removed during warranty repairs will remain the property of Kwikot. Warranties are only applicable in South Africa; Namibia; Botswana; Swaziland and Lesotho, subject to water quality in respect of SANS 241.

A Warranty will only be honoured if:

1. The applicable warranty period is still in force.
2. The electric water heater is installed, used and maintained in accordance with Kwikot's specifications and instructions.

3. All products included in the installation comply with SANS approvals, including the pressure control valve.
4. The electric water heater has been used for water which meets Kwikot's specifications.
5. Where an electric water heater is wall mounted in the horizontal position, the brackets (feet) must be moved 90° to the alternative wall mounting holes on the water heater.
6. No Non-Return Valve, water meter, flow control device or shut-off device is installed between the water heater and the pressure control valve.



NB. Kwikot does not recommend wall installation of 200L and 250L electric water heaters. For a 200L wall mount ensure to use the washer faced bolts from the foot bracket.

Product Warranty Periods

Superline Dual (*IPX4)	5 Years
Kwikot Water heater tray	1 Year
Kwikot Flange gasket	5 Years
Kwikot Gasket and plate	5 Years
Kwikot Thermostat	1 Year
Kwikot Spiral element	1 Year
Kwikot Safety valve	2 Years
Kwikot Drain cock	2 Years
Kwikot Vacuum breaker	2 Years
Mono pressure control valves	2 Years
Multi pressure control valves	2 Years

* IPX4 - is a rating that offers protection against splashes of water.

- It is the first rating that offers protection against the ingress of water splashing the device from any angle.
- IPX4 devices can withstand 10 minutes of water splashing and spraying, mimicking condensation and moderate rainy weather conditions 1.
- They are suitable for light rain, but may not be suitable for submersion.

The warranty does not cover

- Elements burnt out through commissioning without water or excessive calcification (lime-scaling)
- Cosmetic damage that does not effect the operation of the water heater.
- Burnouts due to loose connections.
- Fair wear and tear.
- Misuse, abuse or negligent use of the electric water heater.
- Any attempt to self repair the electric water heater, tampering or defacing the serial plate.
- Damages due to loadshedding or power surges.

A Kwikot electric water heater has been designed and manufactured to work at optimum performance by using Kwikot branded parts i.e. element and thermostat. Should these parts be replaced with non-genuine Kwikot branded parts whilst the electric water is still under warranty as required by SANS/IEC 60335-2-21 safety regulation, we have the right to void the warranty.



NB. Kwikot will not honour the warranty if re-manufactured pressure control valves are installed whilst the EWH is still under warranty.

The installation is to be in accordance with SANS 10254 and must include a SANS approved pressure control valve. Kwikot shall not be liable for any claims, losses liabilities, damages, costs or expenses whatsoever and howsoever arising out of or in connection with the use, functioning or malfunctioning of the electric water heater. Without limiting the generality of the foregoing, Kwikot shall not in any circumstances be liable for any consequential or indirect damages, loss of profits or punitive damages. Repairs and/or replacements may only be effected by Kwikot and its authorized agents. This warranty will be completely invalidated if any repairs are effected or work undertaken at any time by any other parties. Kwikot will not cover the cost of any unauthorised work completed. All claims in respect of electric water heater failures reported, will be attended to within 24 operational business hours where possible.



NB. The electric water heater is fitted with a sacrificial anode, which protects the glass lined water tank. Replacement of the anode should be carried out at intervals depending on the water quality in the area, which can be obtained from the relevant water authorities.

Water Specification and Servicing Requirements

When installing a heat pump with a Kwikot, electric water heater, a Kwikot installation kit (HP-KIT-2) which is available from Kwikot must be used, in order not to invalidate the electric water heater warranty. Anode needs to be inspected & replaced where necessary every two years.



NB. In the event of the electric water heater having to be replaced, the customer is responsible for the access arrangements i.e. opening and closing of the roof or ceiling or scaffolding, should there be insufficient access through the trap door. When the electric water heater is installed in a cupboard / duct, the customer is responsible for the cupboard to be removed to gain access to the electric water heater. It is not the responsibility of Kwikot to replace or re-install the cupboard. Costs incurred for access are not covered by Kwikot.

To validate the warranty (Please register online)

Kwikot has taken a significant step towards enhancing their customer service by introducing new Water Care product registrations. Through this new process, customers and installers can register their water heaters and water care products by scanning the product registration QR code (which can be found on the water heater) via a smart phone or manually entering the information on **www.kwikot.com**

This registration process enables service agents to access product information promptly, allowing for more efficient handling of warranty claims and a convenient experience for customers. This initiative reflects our unwavering commitment to delivering exceptional service to our valued customers.



Scan QR Code