



Kwikipure

Water Purification Water Dispenser Range

Consolidated Warranty Terms & Conditions

This consolidates and standardises the warranty terms for the Kwikipure water purifier and water dispenser ranges sold by Kwikot (Haier) SA (Pty) Ltd, for publication on www.kwikot.com. It supersedes the individual product-manual warranty sections for general customer reference. Where any conflict arises, the warranty card or invoice supplied with the specific product will prevail.

1. Overview

Kwikot (Haier) SA (Pty) Ltd ("Kwikot") warrants that its Kwikipure water purifiers and water dispensers are free from manufacturing defects in material and workmanship at the time of purchase, subject to the terms, exclusions, and conditions set out below. This is the only warranty given by Kwikot in respect of these products, and no other warranty or representation applies unless confirmed in writing by an authorised Kwikot representative.

The applicable warranty period differs by product range and, in the case of water dispensers, by component, as detailed in Section 2.

2. Warranty Periods At A Glance

Product Range	Component Covered	Warranty Period	Basis
Kwikipure Water Dispensers (Top Loading & Bottom Loading)	Unit – cabinet, tanks, controls, dispense taps, heating element	2 Years	Date of purchase / installation
Kwikipure Water Dispensers (Top Loading & Bottom Loading)	Water Pump	2 Years	Date of purchase / installation
Kwikipure Water Dispensers (Top Loading & Bottom Loading)	Compressor	5 Years	Date of purchase / installation
Kwikipure Water Purifiers (Ultra-Filtration Range)	Full Unit & all component parts (filters excluded – see 4.2)	1 Year	Date of purchase / installation

The 2-year unit and pump warranty, and 5-year compressor warranty, applies to both the Top Loading and Bottom Loading Kwikipure water dispenser ranges. The 1-year warranty on the Kwikipure Ultra-Filtration water purifier range covers the full unit and its component parts, excluding consumable filter cartridges (see Section 4.2).

2.1 Applicable Models

Category	Models
Water Purifier – Ultra Filtration	HUF21M-IT-SA
Water Dispenser – Bottom Loading	KDC-BB3A1B-SA, KDC-BB3A1TU-SA
Water Dispenser – Top Loading	KDC-TB3B1B-SA, KDC-TB3B1W-SA

3. What Is Covered

- Manufacturing defects in materials or workmanship present at the time of supply.
- Premature component failure occurring within the applicable warranty period, provided the product has been installed, used, and maintained in accordance with Kwikot's instructions.
- For water dispensers: the compressor is separately warranted for 5 years from date of purchase or installation, reflecting its role as the primary heat-exchange component; the balance of the unit – including the cabinet, tanks, control components, taps, and the water pump – is warranted for 2 years.
- For water purifiers: the complete unit and all its component parts (excluding consumable filter cartridges) are warranted for 1 year.
- At Kwikot's sole discretion, a valid claim will be remedied by repair, or by replacement part.

4. What Is Not Covered

4.1 General Exclusions

The following are standard exclusions applied consistently across the water treatment and dispensing industry, and are excluded from all Kwikot warranties:

- Normal wear and tear, or gradual deterioration of performance over time.
- Damage caused by misuse, abuse, negligence, accidental damage, or use other than as described in the applicable user manual.
- Damage resulting from unauthorised repair, disassembly, tampering, or modification of the product.
- Damage caused by the use of accessories, filters, or spare parts not supplied or approved by Kwikot, including filters without Kwikot's label.
- Damage resulting from installation not carried out in accordance with the product's installation instructions, or not carried out by a suitably qualified installer.
- Damage caused by incorrect electrical supply, voltage fluctuation, power surges, or inadequate electrical grounding.
- Damage caused by frost, freezing, or exposure to ambient temperatures outside the specified operating range.
- Damage arising from water supply that does not meet SANS 241 drinking water quality standards, or from an unsuitable, contaminated, or unstable water source.
- Damage caused by fire, flood, lightning, pests, rodents, or other events outside Kwikot's reasonable control (force majeure).
- Cosmetic damage, including scratches, dents, or discolouration, that does not affect the functioning of the product.
- Failure to carry out the routine cleaning, flushing, or maintenance recommended in the applicable user manual.
- Products used for a purpose other than their intended domestic or light-commercial application, or used outside South Africa, Namibia, Botswana, Eswatini, or Lesotho.

4.2 Consumable & Wear Items

Filter cartridges (PP, carbon block, ultra-filtration membrane, and antibacterial carbon block filters), seals, O-rings, and similar wear items are consumable in nature and require periodic replacement as part of normal operation. These items are covered only against manufacturing defect for 90 days from date of purchase and are not covered for wear arising from normal use. Recommended filter replacement cycles are set out in the relevant product manual.

5. Warranty Validity Conditions

A warranty claim will only be honoured where all of the following conditions are met:

- The applicable warranty period is still current and has not lapsed.
- Valid proof of purchase (original invoice, till slip, or order confirmation) is presented, reflecting the purchase date and product serial number.
- The product has been registered with Kwikot via www.kwikot.com, where product registration is available, to enable efficient claim processing.
- The product has been installed, used, and maintained in accordance with Kwikot's specifications and the instructions in the applicable user manual.
- Any other products used as part of the installation (piping, fittings, electrical connections, etc.) comply with the relevant SANS standards; use of non-compliant products will result in forfeiture of the warranty.

6. Installation

Kwikot makes no warranty or representation in respect of the installation of its water purifiers or water dispensers. Claims relating to installation must be directed to the installer responsible, who is solely liable under any installation warranty given. The installer is responsible for advising the end user whether the product purchased is fit for purpose in its intended environment, and for recommending the correctly sized unit for the end user's requirements.

7. How Repairs & Replacements Work

- Kwikot will, at its own discretion, repair the product or replace the faulty part or unit with a new or equivalent.
- Where a repair or replacement is carried out, the original warranty period is not extended or restarted, irrespective of how many repairs or replacements are carried out on the product.
- Components removed from a product during a warranty repair remain the property of Kwikot.
- The warranty covers the appliance only; it does not extend to any other part or property that may be damaged as a consequence of a fault in, or failure of, the appliance.

8. Making A Warranty Claim

- Contact your nearest Kwikot branch, or Kwikot's Warranty & Service Support line, quoting the product model, serial number, and a description of the fault.
- Provide valid proof of purchase and, where applicable, the product's online registration reference.
- A Kwikot-authorised Agent will assess the unit to confirm whether the fault is covered under this warranty.
- Where the claim is approved, Kwikot will proceed with repair or replacement as set out in Section 7.

9. Regional Applicability

These warranties are applicable only to products purchased and used within South Africa, Namibia, Botswana, Eswatini (Swaziland), and Lesotho, and are subject to the product being used with water of a quality equivalent to SANS 241 drinking water standards.

10. Production Date Code

Each product's date of manufacture can be identified from its serial number. The 5th, 6th, and 7th characters from the end of the serial number represent, in order, the day, month, and year of production:

Character	Represents
Day (5th-from-last character)	1-9 = days 1-9; A-X = days 10-31
Month (6th-from-last character)	1-9 = January-September; A-C = October-December
Year (7th-from-last character)	1-9 = 2001-2009; A-Z = 2010-2033 (letters I and O are skipped)

11. Contact & Support

- Warranty and Service Support: za_insure@kwikot.com | 0861 594 568
- Admin, Marketing and Product Queries: kwikot.marketinginfo@kwikot.com
- Sales and Payment Queries: za_salesorders@kwikot.com | 011 897 4600
- Technical Queries: technical.info@kwikot.com
- Product registration: www.kwikot.com

Kwikot reserves the right to amend these warranty terms and conditions from time to time. The version published on www.kwikot.com at the time of purchase, or the terms accompanying the specific product, will apply to that purchase.