

Robert Bosch Sdn Bhd
Thermotechnology Division
Warranty for Water Heaters

Warranty

Robert Bosch Sdn Bhd (“**Bosch**”) warrants to the original purchaser i.e. end user of this Product (“**end user**”), at its option, to repair Bosch Water Heaters (“**Product(s)**”) if such Product is faulty or defective in manufacture or materials during the relevant Product warranty period, more particularly specified on the last page of this warranty. The warranty period commences on the date of purchase. If the date of original purchase cannot be determined, then the warranty period will commence six (6) months after the date of manufacture stamped on the Product, whichever date comes earlier. The warranty periods for the Product vary according to the particular items, as specified on the last page of this warranty.

Warranty Conditions

The warranty is subject to the following conditions:

- The Product must have been installed as per the instruction guide with the Product and correctly commissioned by an authorised and licensed installer in compliance with applicable laws and requirements. Claims for failures due to incorrect installation or commissioning are not covered under this warranty and may be rejected by Bosch.
- Where a Product or part thereof is replaced or repaired under this warranty, the balance period of the original warranty will apply. The replacement Product or part does not carry a new warranty period.
- The Product must have its original serial numbers and rating labels intact on the Product.
- The warranty does not extend to any Products that have been completely or partially disassembled.
- These warranty terms cannot be amended except in writing by an authorised personnel of Bosch.
- The warranty only applies to the Product installed for an end user in Malaysia and purchased from Bosch or from a reseller where the Product has been originally sold by Bosch.
- Any claim made under this warranty meets the requirements set out below in the “How to Make a Warranty Claim” section.

Warranty Exclusions

The warranty herein is void under the following circumstances:

- Storage, handling, installation, operation, use or maintenance of the Product is not in accordance with instructions provided for the Product by Bosch or without reasonable care, including installation of a Product which is of inappropriate size or type for the intended purpose or use of the Product with faulty or unsuitable plumbing, water pressure, power or electric supply;
- Accidental damage or use of the Product for a purpose or in environmental conditions for which the Product is not designed or sold, or use of the Product outside the specified or normal operating ranges for such Products;
- Occurrence in the condition or operational qualities of the Product due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents or because of use of non-potable water or bore water in the Product or damage as result of an Act of Nature including but not limited to storms, fires, floods and lightning strikes;
- Normal wear and tear or where the damage is only to surface coating, varnish or enamel;
- as a result of repairs, alterations or modifications to the Product which have been performed by a person who is not suitably qualified and experienced to perform works on the Products;
- Use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of Product; or

- Damage that has been caused by continued use of a Product after it is known, or would have been known with regular servicing, it is defective.

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch's Customer Service line in Malaysia on service hotline number+603-7966 4030, or WhatsApp +6011-2554-1128.

How to Make a Warranty Claim

If a Product falls within the warranty period, the end user must stop using the Product and make a claim as soon as possible, in any event before the end of the Warranty Period.

To make a warranty claim under this warranty, the end user should call the Bosch Customer Contact Centre (in Malaysia at +603-7966 4030, or WhatsApp +6011-2554-1128). Please be ready to provide the model and serial number, date of installation, purchase details and a full description of the problem. Alternatively, for claims in Malaysia, you can post details of your claim to Robert Bosch Sdn Bhd, Attn Thermotechnology (Warranty Matters), No.8, Jalan 13/6, 46200, Petaling Jaya, Malaysia. Claims received by post will take longer to process and we encourage you to call. Bosch may refer you to one of its Bosch Authorised Service Partners. All warranty service calls will be conducted by an authorised service partner during normal business hours. Bosch will not accept claims under this warranty for attendance and repair of the Product by third parties not authorised by Bosch. Bosch may require evidence to verify the date of purchase. Proof of purchase and purchase date may be required by Bosch or an authorised service partner.

Product Liability and Product Safety

Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

Limited Warranty

This warranty only covers repair or replacement of defective Products (including labour costs where indicated). It does not cover:

- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, punitive, incidental, special, consequential losses or other expenses arising from breach of this warranty, including, without limitation, damage for loss of use, lost profits, inconvenience or loss of time. **Nothing contained in the user/instruction guide/manual shall be construed to create an express warranty of any kind whatsoever with respect to the product.**

If any portion of this warranty is held illegal or unenforceable by reason of any law, such partial illegality or unenforceability shall not affect the enforceability for the remainder of this limited warranty which you acknowledge is and will always be construed to be limited by its terms or as limited as the law permits.

Bosch Contact Details

This warranty is offered by Robert Bosch Sdn Bhd (220975-V) of No.8A, Jalan 13/6, 46100 Petaling Jaya, Malaysia. Please call the Customer Contact Centre in Malaysia on +603-7966 4030, or WhatsApp us at +6011-2554-1128 if you have any queries in relation to this warranty or contact us using the online form at www.malaysia.bosch-thermotechnology.com

Privacy

Please refer to our data protection policy at <https://www.bosch.com.my/data-protection-policy/> for details.

Bosch Product List and Respective Warranty Periods

Please see below the Product covered by this warranty, and the warranty periods which apply in each particular item in the Product. The warranty period is subjected otherwise to the specific terms referred to in the main body of the warranty.

Product Group	detailed description	Usage	Parts*	Labour	Heat Element & DC Pump	Leak Proof
EWI						
Water Heater	Instantaneous 3.8 kW	Domestic	2 years	2 years	5 years	10 years

"Parts & Labour" means free of charge repair and/or replacement, including labour, provided that adequate service access shall be provided by the end user.

* 6 months warranty for shower head accessories

Notwithstanding the above, if the Product has not been installed in accordance with the installation instructions in regards to access, or has been otherwise installed in location where service access is difficult, the end user will be required to pay charges associated with the difficult access. This includes, but is not limited to, the removal of walls or doors to gain access and the use of specialised equipment to move the Product or components to safe working levels. Where the Product cannot be safely accessed, Bosch may refuse to service the Product under this warranty.

"Parts only" warranty, it shall mean a replacement heat element or DC pump, free of charge. All installation and repair labour costs of the service technician fees and service call costs are the responsibility of the end user.

"Domestic use" warranty period applies to Products installed to supply hot water for use by individuals in domestic dwellings.

For invalid claims under this warranty, the end user will be liable for the costs of making the warranty claim including any service call costs.