

Kelvinator 

Gas Continuous Flow Hot Water System
User Manual



Congratulations

Congratulations and thank you for choosing our gas continuous flow hot water system. We are sure you will find your new hot water system a pleasure to use. Before you use your hot water system, we recommend that you read through the entire user manual, which provides the description of the hot water system and its functions.

To avoid the risks that are always present when you use an appliance, it is important that the hot water system is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards.

We recommend that you keep this instruction booklet for future reference and pass it on to any future owners.

After unpacking the hot water system please check it is not damaged. If in doubt, do not use the hot water system but contact your local Electrolux Customer Care Centre.

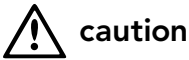
NOTE: The actual gas heating appliance that is part of this gas continuous flow hot water system will here after be referred to as "water heater" for the purposes of this manual. The gas continuous flow hot water system as a whole may also be referred to as "hot water system" for simplicity.

Meanings of symbols used in this manual are shown below:



warning

This symbol indicates information concerning your personal safety



caution

This symbol indicates information on how to avoid damaging the hot water system



environmental tips

This symbol indicates tips and information about economical and ecological use of the hot water system



environmental tips

Information on disposal for users

- Most of the packing materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in appropriate collection containers.
- If you wish to discard this hot water system, please contact your local authorities and ask for the correct method of disposal.



warning

- Contact an authorised installer for installation of this hot water system.
- Contact an authorised service technician for repair or maintenance of this hot water system.
- If the power cord is to be replaced, replacement work must be performed by authorised personnel only.
- Installation work must be performed in accordance with national standards by authorised personnel only. Wrong connection can cause over heating or fire.
- This hot water system should be installed in accordance with AS/NZS 3000 and your electricity suppliers rules.

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Conditions of use

This hot water system is intended to be used in household and similar applications such as :

- staff kitchen areas in shops, offices and other working environments.
- farm houses.
- by clients in hotels, motels and other residential type environments.
- bed and breakfast type environments.

Important

This User Manual has been prepared for owners and users of the hot water system. Please keep it in a safe place for future reference.

Inside you will find many helpful hints on how to use and maintain your hot water system properly.

Just a little preventative care on your part can save you a great deal of time and money over the life of your hot water system. You'll find many answers to common problems in the chart of troubleshooting tips. If you review the chart of troubleshooting tips first, you may not need to call for service.

For the installer

The installation must be completed in accordance with the information supplied in the Installation Manual that comes with your gas continuous flow hot water system.

All other relevant National, State or Local regulations must also be conformed with and these include (but are not limited to):

- Australian Standard AS3500.1 – Water Supply
- Australian Standard AS3500.4 – Hot Water Supply
- Australian Standard AS3000 – Electrical Installation
- Australian Gas Association Code AS5601 – Gas Appliance Installation
- Local Water, Gas & Electrical Authority Regulations
- Municipal Building Codes

warning

Installation must be performed by a qualified installer (for example, a licensed plumber or gas fitter).



This symbol indicates never to do this



This symbol indicates always do this

warning

	Connect with power properly. Otherwise, it may cause electric shock or fire due to excess heat generation.
	Always ensure effective earthing. No earthing may cause electric shock.
	Disconnect the power and turn off the gas inlet valve to the hot water system if strange sounds, smell, or smoke comes from it. It may cause fire and electric shock.
	Do not operate or stop the water heater by switching on or off the power. It may cause electric shock or fire due to heat generation.
	Do not damage or use an unspecified power cord. It may cause electric shock or fire. If the power cord is damaged, it must be replaced by the manufacturer, an authorised service centre or a similarly qualified person in order to avoid a hazard.
	Do not modify power cord length or share the outlet with other appliances. It may cause electric shock or fire due to heat generation.
	Do not operate with wet hands or in a damp environment. It may cause electric shock.
	Do not allow water to run into electric parts. It may cause failure of machine or electric shock.
	Do not use the socket if it is loose or damaged. It may cause fire and electric shock.
	Do not open the water heater during operation. It may cause electric shock.
	Do not allow the power cord to rest close to hot surfaces. It may cause fire and electric shock.
	Do not disassemble or modify water heater. It may cause failure and electric shock.

Important safety instructions

Ensure the following safety instructions are read and understood before using this water heater.

warning

Water temperatures above 50°C can cause severe burns, scalding or death. Feel the water temperature before bathing or showering. Do not leave children unsupervised. The Australian Standards AS3498 provides full details of the requirements for the supply of controlled temperatures to bathrooms and is required to be conformed to under all Australian plumbing codes.

- Do not store or use gasoline or other flammables, vapours or liquids in the vicinity of the gas continuous flow hot water system.
- Do not reverse the water and/or gas connections as this will cause damage to the gas valves, and may also cause severe injury or death.
- Do not use this water heater if it has at any stage been immersed in water. Immediately call a licensed plumber, gas fitter or authorized technician to inspect and/or service the system.
- Do not disconnect the electrical supply if the ambient temperature drops below freezing. The Freeze Protection System only works when the water heater is connected to the power. The warranty is void if the heat exchanger is damaged as a result of freezing.
- This hot water system is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the hot water system by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the hot water system.
- This hot water system is equipped with an ignition device. Do not try and light the burner manually.
- Prior to operating ensure that there is no evidence of leaking gas.

warning

Vapours from flammable liquids will explode and catch fire causing death or severe burns.

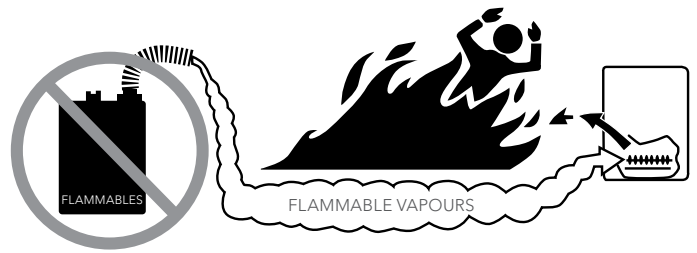
Do not use or store flammable products such as gasoline, solvents or adhesives near the water heater.

Keep flammable products:

1. Far away from the water heater
2. In approved containers
3. Tightly closed
4. Out of children's reach

Vapours:

1. Cannot be seen
2. Vapours are heavier than air
3. Go a long way on the floor
4. Can be carried from other rooms to the main burner by air currents



warning

The water heater shall be installed so as to be permanently connected to the water mains with rigid copper piping and must not be connected by a flexible hose-set or similar

Safety before operating

warning

For your safety, please read before operating

- Check the **GAS** and **WATER CONNECTIONS** for leaks before using it for the first time.
- Be sure to check next to the bottom of the water heater because some gases are heavier than air and may settle towards the floor.
- Open the main gas supply valve to the water heater using only your hand to avoid any spark. Never use tools. If the knob will not turn by hand, do not try to force it; call a qualified service technician. Forced repair may result in a fire or explosion due to gas leaks.
- Do not try to light the burner manually. It is equipped with an electronic ignition device which automatically lights the burner.
- Check for **PROPER VENTING** and **COMBUSTIBLE AIR** to the heater.
- Do not use this water heater if any part has been submersed in water. Immediately call a qualified service technician to inspect the water heater and to replace any damaged parts.
- If this water heater is a 70°C model installed as part of a gas boosted solar hot water system, please refer to the user manual supplied with that system for safety regarding the relief valves installed to limit temperature, pressure and energy.

Specifications

Your gas continuous flow hot water system (please tick)

Stand alone installation

- 50°C – ☐ 20L Natural Gas KGC20BN*
☐ 26L Natural Gas KGC26BN*
☐ 20L LPG Gas KGC20BL*
☐ 26L LPG Gas KGC26BL*

- 60°C – ☐ 20L Natural Gas KGC20KN*
☐ 26L Natural Gas KGC26KN*
☐ 20L LPG Gas KGC20KL*
☐ 26L LPG Gas KGC26KL*

Gas boosted solar installation

- 70°C – ☐ 20L Natural Gas KGC20SN*
☐ 26L Natural Gas KGC26SN*
☐ 20L LPG Gas KGC20SL*
☐ 26L LPG Gas KGC26SL*

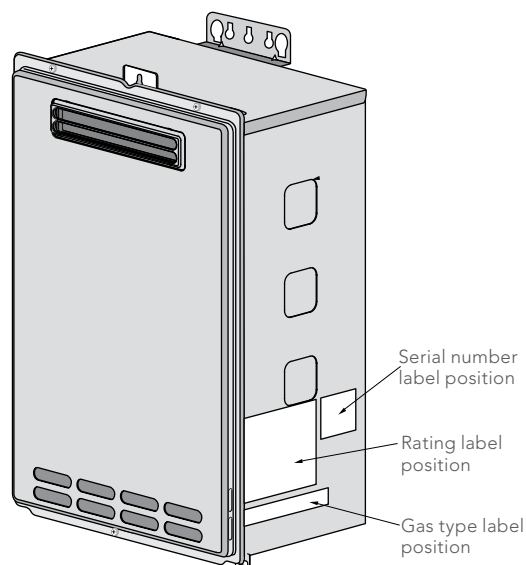
Serial number: _____

Installation date: _____

Installed by: _____

Notes: _____

When calling the service centre, please refer to this section of the user manual as it will help you to describe your gas continuous flow hot water system and assist you in quoting its model number.



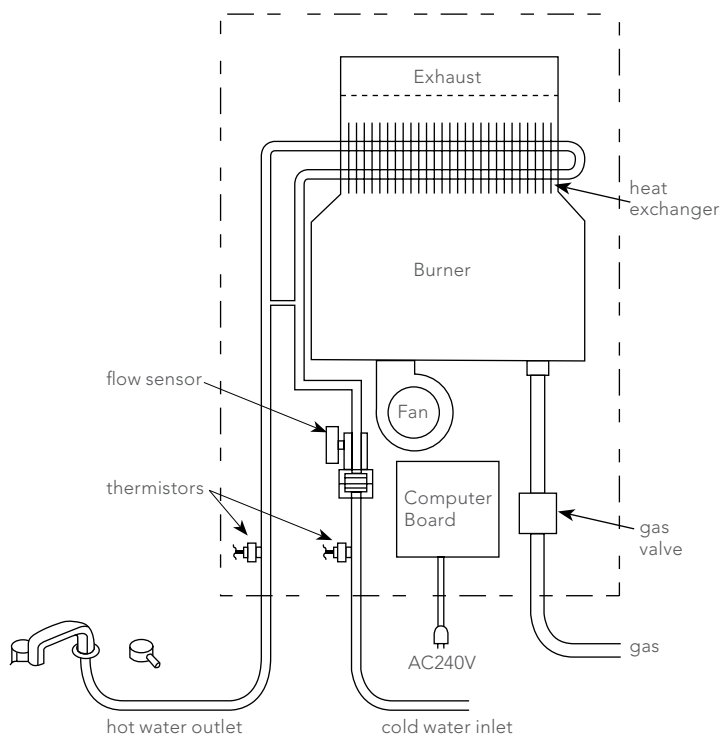
MODELS	KGC20***	KGC26***
Capacity L/min	20L/min	26L/min
Gas Input MJ/h	160	195
Inlet Supply Pressure kPa – Nat. Gas	1.13 min. 2.75 max.	1.13 min. 2.75 max.
Inlet Supply Pressure kPa - LPG	2.61 min 2.89max	2.61 min 2.89max
Water Supply Pressure kPa	150* min. 1200 max	150* min. 1200 max
Height mm	542	542
Depth mm	170	215
Width mm	350	350
Weight kg	15.7	17.2
Gas Connection mm	20 BSP	20 BSP
Water Connections	15 BSP	15 BSP
Ignition	Electronic	Electronic
Electrical Supply Voltage	240 AC	240 AC
Operating current	0.8A	0.8A

*The water heater will operate at reduced performance when inlet water supply pressures are below 340kPa.

Your gas continuous flow hot water system – how it works

When a hot water tap is turned on, cold water begins flowing through the gas continuous flow hot water system and out of the hot water tap. A flow sensor inside the water heater detects that there is water flow and the computer opens the internal gas supply valve, ignites the burner and starts the internal fan. The water circulating inside the water heater goes through a heat exchanger that absorbs the heat created by the flames of the burner and transfers the heat into the water circulating through it. The internal computer modulates the gas supply valve and the water flow to produce the right amount of hot water to the correct temperature. When the hot water tap is turned off, the unit detects that the water flow has stopped and closes the gas supply valve, stopping the burner. The internal fan continues to run for a little while longer and then shuts down.

Your gas continuous flow hot water system may be installed on its own or part of a gas boosted solar hot water system.



Turning on your gas continuous flow hot water system

If your gas continuous flow hot water system has been turned off after commissioning or shut down for a period of time follow these instructions:

- Ensure that power is switched off to the water heater or that it is unplugged
- If the system has been drained, ensure that the drain plug and filter located on the cold and hot water lines have been screwed back in place (hand tighten only)
- Open any hot tap or fixture in the house
- Open the cold water isolation valve located on the inlet to the water heater and check for leaks
- Once water is flowing freely from the open hot tap or fixture, indicating that all air has been dispelled from the system, close the open hot water tap or fixture
- Open the gas isolation valve located on the inlet to the water heater and check for leaks



warning

If you smell gas or a gas leak is detected after opening the gas isolation valve, immediately close the valve. Do not turn on power to the water heater and keep potential ignition sources away. Call a service technician to inspect and repair the leak.

- Plug in the power cord to the power outlet (if it isn't already) and turn on the power supply to the outlet.
- Turn on the remote controllers (if fitted) by pressing the "On/Off" buttons.
- Press the "Priority" button on the controller to be used and set the desired temperature using the "+" and "-" buttons.

Your gas continuous flow hot water system is now ready to be used and will operate automatically when a hot tap or fixture is opened.

Turning off your gas continuous flow hot water system

If you wish to turn off your gas continuous flow hot water system follow these instructions:

- Turn off the remote controllers (if fitted) by pressing the "On/Off" buttons
- Switch off electrical supply at the power outlet that the water heater is plugged into
- Close the gas isolation valve located on the inlet to the water heater
- Close the cold water isolation valve located on the inlet to the water heater.

Note: If there is a risk of freezing conditions, do not switch off power to the water heater unless it is drained of water first. Please see the section on freeze prevention on page 9 of this manual for more information.

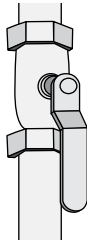
Initial operation

caution

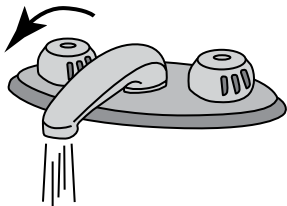
The following process should be completed by the installer only.

Once all checks have been completed, please clean filter of any debris. Refer to page 10 for instructions.

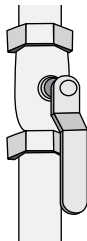
1. Fully open the manual water control valve on the water supply line.



2. Open a hot water tap to verify that water is flowing to that tap then turn the tap off.



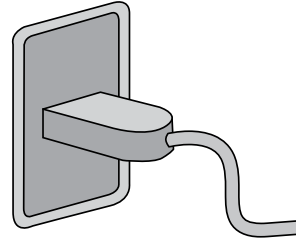
3. Fully open the manual gas control valve installed and check for leaks.



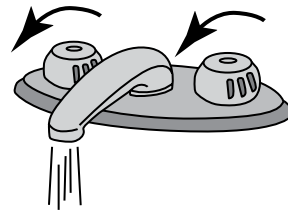
warning

If you smell gas or a gas leak is detected after opening the manual gas control valve, immediately close the valve. Do not turn on power to the water heater and keep potential ignition sources away. Call a service technician to inspect and repair the leak.

4. Turn on the 240 volt 50 Hz power supply to the water heater.



5. Open a hot water tap or fixture and verify that hot water is now available.



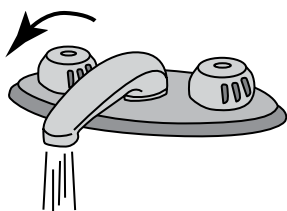
Normal operation

Please note the following flow rates to properly operate the hot water system:

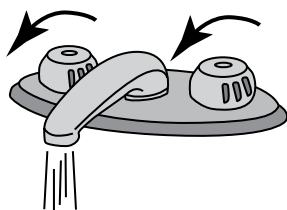
- Flow rate to activate the water heater:
3.0 litres per minute
- Flow rate to keep the water heater running:
2.5 litres per minute

Without remote controllers installed

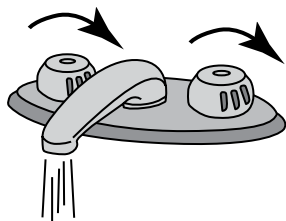
1. Open a hot water tap.



2. Mix cold water with the hot to get the correct temperature water.



3. Close the hot water and cold water taps.



With remote controller(s) installed

1. Press the "On/Off" button to activate the display on the controller.
2. Press the "Priority" button and ensure the priority lamp is lit on the remote controller being used. Once the priority lamp is lit confirm that the set temperature is displayed on the controller(s).
3. Set your desired temperature by pressing the "+" and "-" buttons. If you are using the MAIN controller the output temperature can be adjusted within the range of 37°C to 60°C. If you are using a SHOWER or ENSUITE controller the output temperature can be adjusted within the range of 37°C to 50°C.

Note: If you have an "A" series main remote controller installed it will have max temperature setting option of 55°C.

Note: The temperature setting can only be changed by the controller if the priority lamp is lit. If multiple remote controllers are installed, you can transfer the priority by pressing the "Priority" button on the relevant controller but only if there is no water flowing through the water heater (close all open hot taps or fixtures). Each controller can individually store a temperature setting but when the priority setting is transferred to the MAIN controller and the previous setting was set to above 50°C, it will become 50°C. When the priority setting is transferred to a SHOWER or ENSUITE controller, if the previous setting was 42°C or above, for safety reasons it will become 42°C. If a tempering valve has been installed, the hot water flowing through the tempering valve will not be able to go above the setting set on the tempering valve e.g. 50°C.

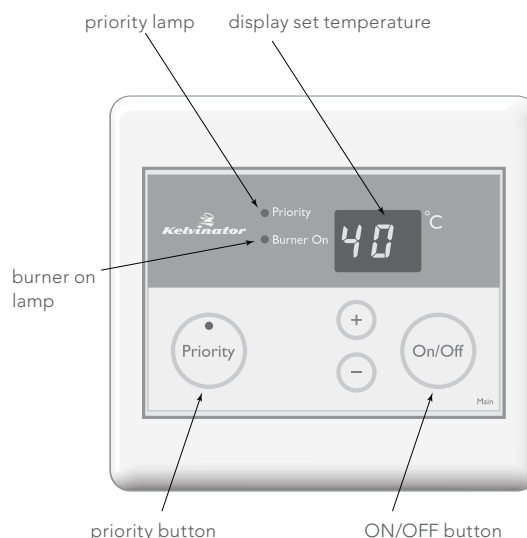
warning

Water temperatures above 50°C can cause severe burns, scalding or death. Children and disabled or elderly persons are particularly at risk of being injured. Feel the water temperature before bathing or showering and do not leave children or disabled persons unsupervised. A tempering valve must be installed on the hot water system in order to temper any water supplying fixtures primarily used for the purposes of personal hygiene as per the Australian standards.

4. Open a hot water tap or fixture.
5. Ensure the "Burner On" display indicator is lit.
6. Adjust the water temperature by using the remote controller and mixing cold water as required.

Note: If the "Burner On" display indicator is lit, for safety reasons the temperature on the MAIN controller will not be able to be increased above 50°C. If using a SHOWER or ENSUITE controller, for safety reasons the temperature will not be able to be increased above 42°C. If these temperatures are desired, first close all hot water taps or fixtures then increase the temperatures as desired.

7. Close the hot water tap or fixture.
8. Ensure the "Burner On" display indicator is off.



Freeze prevention

This water heater comes equipped with heaters that prevent the water heater from freezing. For this freeze prevention system to operate there has to be electrical power to the water heater. The freeze prevention device will not work if the electrical power source is disconnected. The water heater has been rated for temperatures down to -15°C in a wind free environment.



caution

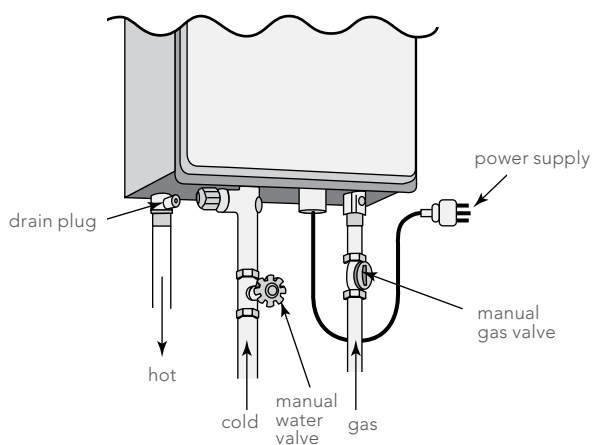
The pipe heaters are located on the water heater only. Any hot or cold water pipes located outside of the water heater will not be protected. Properly protect and insulate these pipes to ensure they do not freeze.

Winter shutdown

If you will not be using your gas continuous flow system for a long period of time or if the temperatures is expected to drop below -15°C with the wind chill factor, turn off your water heater and drain it of water. This will keep your water heater from freezing and being damaged.

Follow these instructions carefully:

1. Close the manual gas shut off valve.
2. Turn off the power supply to the system.
3. Close the manual water shut off valve located on the water supply line.
4. Open all hot water taps in the house. (Bathroom, kitchen, laundry room, etc.). When the water flow has ceased, close all hot water taps.
5. Have a bucket or pan to catch the water from the water heater's drain plugs. Unscrew the drain plugs to drain all the water out of the water heater.
6. Wait a few minutes to ensure all water has completely drained from water heater.
7. Securely screw the drain plugs back into place. Hand-tighten only.



When it is safe to use the water heater again:

- Ensure that power is switched off to the water heater or that it is unplugged
- Make sure all hot water taps are closed and the drain plugs are securely attached.
- Purge the water line of debris.
- Turn on the manual water control valve located on the water supply line and check for leaks.
- Open all the hot water taps to verify water flows to the taps. Close hot water taps.
- Turn on the manual gas control valve located on the gas supply line.
- Turn on the power supply to the water heater.

Maintenance and service

Preventative maintenance can maximise the lifetime of this system. It's therefore recommended to have this system checked and serviced every 3 years. All servicing and repairs must be completed by a licensed technician. Please call the service centre (numbers located in the warranty section of this manual) for servicing and spare parts for your gas continuous flow hot water system.



warning

Turn off the electrical power supply and close the manual gas control valve and the manual water control valve before servicing.



caution

Before servicing or performing any maintenance on the hot water system, first ensure that the water heater is disconnected from the power supply to protect it from being damaged due to air in the system.

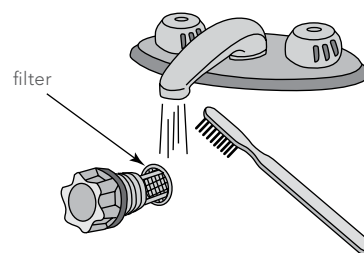
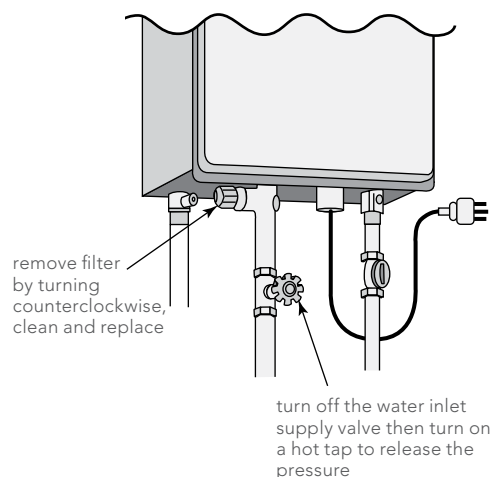
- Clean the cold-water inlet filter.
(Refer to the diagram below right)
- Be sure that all openings for combustion air are free from blockage. If blocked, remove the obstruction.
- Check that the opening for exhaust is not blocked. If blocked, shut off the water heater's combustion. Wait until the system has completely cooled before removing the obstruction. DO NOT touch while the system is running – extremely high temperature can cause severe burns.
- Check the gas pressure.
- Keep the area around the system clear. Remove any combustible materials, gasoline or any flammable vapours and liquids.

Water heater draining and filter cleaning

1. Close the manual gas shut off valve.
2. Turn off the power supply to the system.
3. Close the manual water shut off valve.
4. Open all hot water taps in the house (bathroom, kitchen, laundry room, etc.). When the residual water flow has ceased, close all hot water taps.
5. Have a bucket or pan to catch the water from the water heater's drain plugs. Unscrew the drain plugs to drain all the water out of the water heater.
6. Wait a few minutes to ensure all water has completely drained.
7. Clean the filter: Check the water filter located within the cold inlet. With a tiny brush, clean the water filter of any debris which may have accumulated and reinsert the filter back into the cold water inlet.
8. Securely screw the drain plugs back into place.
Hand- tighten only.

When it is safe to use the gas continuous flow water heater again:

- Ensure that power is switched off to the water heater or that it is unplugged.
- Make sure all hot water taps are closed and the drain plugs are securely attached.
- Purge the water line of debris.
- Turn on the manual water control valve located on the water supply line.
- Open all the hot water taps to verify water flows to the taps. Close hot water taps.
- Turn on the manual gas control valve located on the gas supply line and check for leaks.
- Turn on the power supply to the system.



Troubleshooting

Temperature and amount of hot water	
Problem	Possible solutions
It takes a long time for hot water to reach the fixtures.	The time it takes to deliver hot water from the water heater to your fixtures depends on the length of piping between the two. The longer the distance or the bigger the pipes, the longer it will take to get hot water.
The water is not hot enough	If a tempering valve is installed, is it set too low or malfunctioning?
	Are the cold water and hot water lines cross connected?
	Is the gas supply valve fully open?
	Is the gas line sized properly?
	Is the gas supply pressure enough?
	Is the set temperature set too low?
	Is the combustible air inlet or exhaust outlet blocked?
	Is the gas inlet filter in the water heater blocked? Call a service technician to remove blockage.
	Reset power to the water heater to remove a previously set controller temperature setting
The water is too hot	Is the temperature on the controller with priority set too high?
The hot water is not available when a fixture is opened.	Does the water heater have a 240V 50Hz power supply available?
	If you are using the remote controller, is the power button turned on?
	Is the gas supply valve fully open?
	Is the water supply valve fully open?
	Is the filter on cold water inlet clean?
	Is the hot water fixture sufficiently open to draw at least 3.0l/min through the water heater?
	Is the water heater frozen?
	Is there gas available to the water heater and (if applicable) does the gas storage tank have enough gas in it?
The hot water gets cold and stays cold	Is the flow rate enough to keep the water heater running?
	Is the gas supply valve fully open?
	Is the filter on the cold water inlet clean?
	Are the fixtures clean of debris and obstructions?
	Is the gas inlet filter in the water heater blocked? Call a service technician to remove blockage.
Fluctuation in hot water temperature.	Is the filter on the cold water inlet clean?
	Is the gas line sized properly?
	Is the supply gas pressure enough?
	Are the cold water and hot water lines cross connected? Is the gas inlet filter in the water heater blocked? Call a service technician to remove blockage.

Water heater	
Problem	Possible solutions
Burner does not ignite when water goes through the water heater.	Is the flow rate over 3.0l/min?
	Is there a 240V 50Hz power supply available to the water heater?
	Are the cold water and hot water lines cross connected or reversed?
	If a remote controller is installed press the "On/Off" button.
The fan motor is still spinning after operation has stopped.	This is normal. After operation has stopped, the fan motor keeps running for 15 – 75 seconds in order to re-ignite quickly, as well as push all exhaust gas out of the flue.
White vapour clouds are coming from the hot air outlet of the water heater	It is normal to see water vapour clouds or steam coming from the hot air outlet of the water heater especially during cold and wet days.

Remote controller (optional)	
Problem	Possible solutions
Remote controller does not display anything when the power button is turned on.	Press the ON/OFF button.
	If the lamp does not light:
	Make sure the water heater has power supply.
	Make sure the connection to the water heater is correct.
An ERROR code is displayed	Check the error code on the PCB (see page 19 for details).
Remote controller can not change the set temperature.	Is priority lamp lit? If it is not, press the priority button after closing all hot water taps.

Notes

[illegible]

Notes

[illegible]

Notes

[illegible]

Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND
APPLIANCE: HOT WATER SYSTEMS

This document sets out the terms and conditions of the product warranties for Electrolux Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty
 - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
 - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
 - (c) 'Appliance' means any Electrolux product purchased by you accompanied by this document;
 - (d) 'ASC' means Electrolux' authorised serviced centres;
 - (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot, NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
 - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
 - (g) 'Warranty Period' means:
 - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects in Australia and in New Zealand for the period of 1 year, following the date of original purchase of the Appliance. Specific components are warranted against manufacturing defects in Australia for the periods listed below if there is evidence provided to Electrolux that the Appliance was installed by a licensed plumber; and in New Zealand if there is evidence that the Appliance was installed according to the Electrolux installation guidelines which can be inspected on the Kelvinator website;
 - Hot water tank cylinders - parts 5 years , labour 3 years
 - Continuous Gas
 - Heat Exchanger – parts 10 years, labour 3 years
 - all others components - parts 3 years, labour 3 years
 - Heat Pump Refrigerant Sealed System - 2 years parts and labour
 - Solar Collectors - parts 5 years, labour 3 years, 1 year for all other parts (mounting and connection sets)
 - (ii) where the Appliance is used for commercial purposes (including being used to directly assist a business or where the Appliance is used in a multi-family communal or share type environment), the Appliance will then be warranted against manufacturing defects in Australia for 0 years and in New Zealand for 0 years, following the date of original purchase of the Appliance.
 - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. If you reside outside of the service area, you will bear the cost of:
 - (a) travel of an authorised representative;
 - (b) transportation and delivery of the Appliance to and from Electrolux or its ASC,In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
 - (a) the Appliance is damaged by:
 - (i) accident
 - (ii) misuse or abuse, including failure to properly maintain or service
 - (iii) normal wear and tear
 - (iv) power surges, electrical storm damage, excessive water pressure, excessive inlet water temperature or incorrect power supply
 - (v) incomplete or improper installation
 - (vi) incorrect, improper or inappropriate operation
 - (vii) insect or vermin infestation
 - (viii) failure to comply with any additional instructions supplied with the Appliance;
 - (ix) quality of water that is not in accordance with the "Water Quality" guidelines in the installation instructions;
 - (b) the Appliance is modified without authority from Electrolux in writing;
 - (c) the Appliance's serial number or warranty seal has been removed or defaced;
 - (d) the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for business purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Electrolux in Australia, the Appliances come with a guarantee that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
13. To enquire about claiming under this warranty, please follow these steps:
 - (a) carefully check the operating instructions, user manual and the terms of this warranty;
 - (b) have the model and serial number of the Appliance available;
 - (c) have the proof of purchase (eg an invoice) available;
 - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

Important Notice

Before calling for service, please ensure that the steps listed in point 13 above have been followed.

FOR SERVICE or to find the address of your nearest state service centre in Australia PLEASE CALL 13 62 26 For the cost of a local call (Australia only)	SERVICE AUSTRALIA  Electrolux ELECTROLUX HOME PRODUCTS www.electrolux.com.au	FOR SPARE PARTS or to find the address of your nearest state spare parts centre in Australia PLEASE CALL 1300 666 019 For the cost of a local call (Australia only)
FOR SERVICE or to find the address of your nearest authorised service centre in New Zealand FREE CALL 0800 10 66 10 (New Zealand only)	SERVICE NEW ZEALAND  Electrolux ELECTROLUX HOME PRODUCTS www.electrolux.co.nz	FOR SPARE PARTS or to find the address of your nearest state spare parts centre in New Zealand FREE CALL 0800 10 66 20 (New Zealand only)

If you'd like further information about Kelvinator appliances, please visit your retailer, phone or email our Customer Care team or visit our website.

telephone: 1300 363 640
fax: 1800 350 067
email: customercare@electrolux.com.au
web: www.kelvinator.com.au

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