

# DURATHERM GEYSERS



DURATHERM® & SOLARTHERM® PRODUCTS - *FUTURE TECHNOLOGY TODAY...*

## WARRANTY PROCEDURE

Duratherm Geysers offers a nationwide back-up service.

The service is outsourced to IZINGA ACCESS, with appointed service agents throughout South Africa.

The warranty process is simple to follow:

- Ensure that your installation is done according to sans regulations.
- Every geyser is supplied with a geyser pack that contains a guarantee booklet and sticker.
- This sticker must be completed by the plumber (write in the serial number) and placed on the distribution board.
- The sticker has the call centre number on it. **DO NOT** cross out the number and replace with your own number.
- Inform the client that if a problem arises, he is one telephone call away from being helped.
- When phoning the warranty department please say “THIS IS A DURATHERM GEYSER WARRANTY CALL.” – The call centre handles Standard Bank insurance calls and they might ask for a policy number which is not needed.
- The client will be asked to provide the serial number and location details.

The appointed service agent will then contact the client and resolve the issue from there.

# 011 7691387 / 0860 626 160

