

EcoSilence Drive

More energy-efficient, stronger, quieter and longer-lasting.

10 year motor warranty on washing machine models that feature the EcoSilence Drive.

Register your warranty online within three months of delivery at bosch-home.co.nz or scan the QR code below.

Conditions apply. For details see in-store or visit our website.



www.bosch-home.co.nz



BOSCH

TERMS AND CONDITIONS OF 10 YEAR MOTOR WARRANTY AGAINST DEFECTS

This section sets out the Conditions of the 10 year motor warranty against defects which is offered on Bosch washing machine models that feature the EcoSilence Drive including eligibility, the scope of this warranty against defects (including exclusions) and your obligations to register your appliance online to be eligible for the protection of this ten year motor warranty against defects.

Application of the warranty

1. This warranty against defects for Bosch motors in washing machine models that feature the EcoSilence Drive is separate to our standard Bosch appliance warranty. This Warranty against defects is provided in addition to other rights and remedies that you may have at law.
2. This warranty is, subject to these Conditions, for a period of ten years beginning with the delivery of the appliance to you, the first end user, provided that you, the first end user, registers the appliance within three months of the delivery date in accordance with these Conditions (Warranty Term)..

3. This warranty against defects is applicable to new Bosch washing machine models that:
 - (a) feature the EcoSilence Drive;
 - (b) are purchased from 1 September 2014;
 - (c) are purchased from participating authorised Bosch resellers in New Zealand
 - (d) are used for personal, domestic use only (i.e. no business or commercial use), and excludes Ineligible Products as defined in Condition 4 (Eligible Products).
4. Ineligible Products means any dryer, single washer and dryer models (i.e. appliances that both wash and dry), trade seconds, scratch and dent stock or used stock.

Your obligations

5. To obtain the ten year motor warranty against defects, the appliance can only be registered over the Internet at www.bosch-home.co.nz and registration is only possible if you, the first end user of the appliance, agree to the provision and storage and use by us of the information requested to be entered as part of the registration process. A confirmation of registration must be retained when prompted and kept in order to claim under the warranty.
6. The confirmation of registration referred to in Condition 5 and the original sales receipt showing the purchase / delivery details for the appliance will be accepted as verification of the warranty and original ownership of the appliance (Verification Documents).

Exclusions and limitations

7. This warranty applies to the EcoSilence Drive motor only, excludes the inverter and will not apply if an EcoSilence Drive motor fault is caused by:
 - (a) any defect or damage which is a result of repair, alteration or modification carried out without the written permission of BSH;
 - (b) the use of parts not manufactured, sold or approved by BSH used in any replacement or repair;
 - (c) the appliance is operated on an electrical, gas or water supply which exceeds the ratings specified on the rating plate;
 - (d) the appliance is damaged as a direct result of incorrect installation or being used for a purpose for which it is not designed, sold or otherwise not in accordance with any specified instructions for use;
 - (e) if changes occur in the condition or operational qualities of the appliance due to incorrect storage, mounting, climate or any other influence outside the control of BSH;
 - (f) the appliance is damaged as a result of operating the appliance when it was known to be defective;
 - (g) when parts requiring replacement due to normal wear and tear including the replacement of the following parts: lenses, globes, glassware, fuses, filters, bags and similar parts were not replaced;
 - (h) when the clearing of blockages in pumps and hoses did not take place;
 - (i) when damage is caused directly or indirectly by utility supply problems, insect attacks, lack of user care, electrical storm damage or incorrect power supply.
8. Subject to these Conditions, in particular this Condition 8, if the EcoSilence Drive motor of an Eligible Product fails during the Warranty Term:
 - (a) we will at our sole discretion repair or replace the EcoSilence Drive motor only with the same or an equivalent model at no charge for the motor only at its place of installation and any replaced components will become our property; and
 - (b) we will not bear the costs of transport of the appliance for service or the service agent's costs to replace the EcoSilence Drive motor, including travelling costs to and from your home or any other costs outside the cost of the motor.

How to claim

9. Registration in accordance with Condition 5 above must have been completed as required prior to you claiming under the warranty or having the warranty honoured by us.
10. To file a claim, you, the first end-user, must contact BSH by telephone on 0800 245 700 or by post to PO Box 33-1033, Takapuna, Auckland 0740, within the Warranty Term. The Verification Documents referred to in Condition 6 above and the appliance identification details requested must be provided or presented to us or our authorised service provider as requested.
11. BSH will organise for the product to be assessed to determine if the fault or problem is covered by this warranty. BSH will advise you by telephone, email or in writing whether the fault is covered by this warranty.

Other terms and conditions applying to the warranty against defects

12. Any work performed under this warranty will not extend or renew the warranty period. The warranty period under this warranty for installed replacement parts ends with the original 10 year warranty period.
13. To the extent permitted by law, further or other claims (in particular claims for damages suffered beyond the appliance itself) are excluded.
14. These Conditions do not affect any warranty obligations of the seller arising from the purchase agreement with the end customer.
15. BSH may collect personal information in order to administer the Eligible Product warranty, for its own marketing purposes and for market analysis. BSH may for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, offer suppliers. BSH will not disclose personal information unless you have been informed or you have consented or BSH is otherwise permitted or authorised to do so by law. Participation is conditional on providing this information. BSH may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to BSH. BSH's privacy policy contain information about how you can access or correct personal information held about you or make a complaint about the privacy breach of the New Zealand Privacy Principles. All claims become the property of BSH. BSH's privacy policy can be found at www.bosch-home.co.nz (follow the 'Privacy' link).
16. By applying, unless otherwise advised, each applicant also agrees that BSH may use this information, in any media for future promotional marketing, market research/analysis, publicity and related purposes without any further reference, payment or other compensation to the applicant, including sending the applicant electronic messages, and telephoning the applicant for an indefinite period and use on social media. Such personal information will be dealt with by BSH in accordance with the applicable privacy legislation and BSH's privacy policy available at www.bosch-home.co.nz or by calling 0800 807 723. A request to access, update or correct any personal information, or to request a copy of BSH's privacy policy, should be directed to BSH by contacting BSH at PO Box 33-1033, Takapuna, Auckland, 0740. All applications become the property of BSH and cannot be returned.
17. A term (or part or parts thereof) of these Conditions will not apply where the term is unenforceable under the law of the relevant jurisdiction under which any legal action is legitimately taken, however such terms (or part or parts thereof) are severable and do not invalidate the remaining terms.

This warranty is given by:

BSH Home Appliances Ltd

PO Box 33-1033, Takapuna Auckland 0740

Phone 0800 245 700

E-mail aftersales.nz@bshg.com