

1. Warranty Terms for purchases with effect from 1st May 2022

- i. Joven Electric (S) Pte Ltd (“Joven”) warrants to the original purchaser (“the Buyer”) that JOVEN will, within the warranty periods specified below (“Warranty Period”) and in accordance with the subject to the following table, terms and conditions, eliminate any defects in the water heater resulting from faults in material. To be eligible for the warranty, the Buyer must complete and submit online the Application for Registration of Warranty to JOVEN within 14 days from the date of purchase. Proof of date of purchase may be required when making a claim under this warranty. This warranty is in respect of the water heater installed at the address stated and shall under no circumstances be transferable or assignable to any third party.

Product Part	Product Type	Model	Warranty Period (from date of certificate)	Scope of Warranty
Internal Components	Instant and Storage Water Heaters. Commercial and Industrial premises are excluded.	All other models	1 st year	Repair or replace at JOVEN’s sole discretion without cost to the owner for JOVEN’s product components (Refer to warranty exclusion below)
		JSH & JSV Storage Water Heater	Up to 2 nd Year	
Storage Water Heater Inner cylinder	Storage water heater installed in a residential premise. Commercial and Industrial premises are excluded.	JH & JVA Storage Water Heaters	Up to 10 th year	Supply of storage water heater tank (exclude all other parts e.g. heating element, thermostat and pressure relief valve) at JOVEN’s sole discretion. The owner shall bear

		JSH & JSV Storage Water Heaters	Up to 5 th year	the labor and transport cost of the installation. (Refer to warranty exclusion below)
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- ii. JOVEN reserves the right to transfer fully functional components from any failed water heater, if required. Any component or part replaced shall become the property of JOVEN.
- iii. The Buyer shall promptly report to JOVEN within the Warranty Period any defects in the water heater resulting from faults in materials. JOVEN will repair or, at its option, replace any defective component which fails within the Warranty Period. All claims must be made within the respective Warranty Period.
- iv. The electric storage water heater installation shall conform to Public Utilities (Water Supply) Regulations and Singapore Standard SS636:2018 – Code of Practice for Water Services. In addition, the water heater must be installed in accordance with JOVEN Water Heater installation instructions, supplied with the water heater, and in accordance with all relevant statutory requirements.
- v. Where a failed internal component is replaced under Warranty, the balance of the Warranty period will remain effective. The replaced internal component does not carry a new warranty.
- vi. The warranty only applies to the water heater and original or genuine component parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the water heater e.g. pressure limiting valve, stop cock, non – return valve, electrical switches, pumps or fuse.
- vii. This Warranty becomes null and void if any part of the water heater has been dismantled and re-installed, parts changed or repaired by any person other than an authorized technician or agent of JOVEN.
- viii. Warranty for water heater installed in all other premises (i.e.: commercial and industrial) is limited to 12 months from date of purchase and additional functional control devices such as pressure reducing valve to reduce mains incoming water pressure in accordance with all relevant statutory requirements is required.
- ix. If re-connection of the in-coming power supply wire at ceiling rose/ 3-way connector on the heater is required, it will be chargeable.
- x. All accessories and installation materials (ie: Shower Set, Stopcock, Check Valves, replacement of false ceiling, etc) is excluded from our warranty.
- xi. Warranty claims that requires the installation to be corrected and regularize to conform to PUB (Water Supply) Regulations and Singapore Standard SS 636:2018 will incur extra charges.
- xii. The Buyer shall bear all cost of utilities incurred for this warranty claim.

2. Warranty Exclusions

- i. Repairs will be carried out as set out in the JOVEN Warranty set out above but the following exclusions may cause the water heater warranty to become void and result in the owner being responsible for a service charge and / or the cost of parts.
 - a) Damage, accidental or otherwise, to the water heater or any other component, including : failure due to misuse, neglect or poor maintenance; incorrect installation; normal wear and tear; corrosion, rusting or stains; attempts to repair the water heater other than by JOVEN or its authorized agent;
 - b) Where it is found that there is nothing wrong with the water heater where the complaint is related to excessive discharge from the safety pressure relief outlet due to high supply water pressure; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the water heater or water heater components; where there is a failure of electricity or water supplies; where hot water appears to be dirty due to residual dirt from installation or incoming source.
 - c) Where the water heater or water heater component has failed directly or indirectly as a result of excessive supply water pressure, temperature and / or thermal input or corrosive atmosphere.
 - d) Where the water heater is located in a position that does not comply with JOVEN Water heater installation instructions or relevant statutory requirements, causing the need for dismantling or removal of false ceilings, cupboards, doors, walls etc. or use of special equipment to bring the water heater to floor level.
- ii. Subject to any statutory provisions to the contrary, this Warranty excludes any and all claims for loss or damage suffered through the use of or resulting from the non – operation or ineffective operation of the water heater or any part thereof including loss or damage to furniture, carpets, walls, foundations and property of whatsoever description or any other consequential loss or damage either directly or indirectly due to negligence, loss of use, malfunction, defect, damage, breakdown or leakage from the water heater whatsoever and howsoever arising.
- iii. Subject to any statutory provisions to the contrary, the liability of JOVEN for any loss or damage arising directly or indirectly from any defects in the water heater supplied (whether caused by negligence or otherwise) or for loss or damage suffered through the use of or resulting from the non – operation or ineffective operation of the water heater or any part thereof shall be limited to the repair of such water heater or part thereof or to damages not exceeding the invoice value of such water heater at the option of JOVEN.