



Dux Warranty

SPK Industries - Dux Continuous Flow Units

Dux Continuous Flow Gas Units are manufactured by Noritz in Japan. Noritz is an international hot water powerhouse and are trail blazers in the field of tank less water heaters. Continuous Flow Gas Units manufactured by Noritz are sold in 15 countries and 178 sales offices worldwide. SPK Industries are the exclusive suppliers of Dux Continuous Flow Gas Units in New Zealand.

All Dux Continuous Flow Gas Units are backed by a comprehensive twelve (12) year heat exchanger warranty and three (3) years parts and labour warranty.

A three(3) year warranty applies if the Dux Continuous Flow Gas Unit is used in a commercial application.

The terms of the Warranty and replacement guarantee are set out below.

If the Unit fails to conform to this Warranty during the applicable period, SPK-Dux will replace any failed component or where necessary, in the absolute discretion of SPK-Dux, replace the Unit free of charge including reasonable labour costs incurred in normal business working hours.

This Warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Unit and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions including excessive water pressure or temperature, neglect of any kind or otherwise as a result of any use of the Unit contrary to the product manual or other instructions provided by SPK-Dux.

Alterations or repair of the Unit other than by an accredited and licensed service agent or technician are not covered. Attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by SPK-Dux are not covered by this Warranty.

This Warranty applies only to the Unit and does not cover any ancillary plumbing or electrical parts supplied by the installer such as pressure limiting valve, tempering valve, line strainer, stop cocks, non-return valve, electrical switches, pumps or fuses, or faulty installation.

The Unit must be installed by a licensed tradesperson in accordance with information set out in the manual supplied with the Unit and/or any relevant statutory requirements. If the Unit is located in a position that does not comply with the installation instructions or relevant statutory requirements, then this Warranty does not cover major dismantling or removal of cupboards, doors, walls or special equipment and/ or excessive labour, at the determination of SPK-Dux, to make the Unit accessible for repair or replacement.

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