



Dux Warranty

SPK Industries - Dux Hot Water Cylinder

Dux water heaters are manufactured in a state-of-the-art facility in the Southern Highlands of Australia, using a Quality Endorsed Company production system. This assures that customers have purchased the highest quality water heater available, one that will provide continuous hot water for all needs - safely, economically, and for many years to come. SPK Industries are the exclusive suppliers of Dux water heaters in New Zealand.

All Dux water heaters manufactured and sold after 31 December 2017 are backed by a comprehensive one (1) year full parts and labour warranty (conditions apply – see below).

Furthermore, the 80L to 400L Dux tanks includes a guarantee to replace your hot water unit if the inner cylinder fails within ten (10) years. The 25L and 50L Dux tanks include a guarantee to replace your hot water unit if the inner cylinder fails within seven (7) years. (conditions apply – see below).

A three (3) year warranty applies if the Dux water heater is used in a commercial application.

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

1 Year Comprehensive Warranty

Your hot water system and its components (“unit”) are covered by 1 year (parts and labour) warranty against defective factory materials or workmanship.

This warranty period commences from the date of installation of the unit providing you have proof of this installation date. Where the date of completion of installation is not known or cannot be proven, then this warranty will commence one (1) month after the date of manufacture. (refer to the data label on the unit).

Replacement Guarantee

If an inner cylinder fails on a 80L to 400L Dux hot water unit within a further nine (9) years after the end of the initial one (1) year warranty period or six (6) years for a 25L and 50L Dux hot water unit, SPK-Dux will provide a free replacement hot water unit. If the unit has been installed for greater than one (1) year, the transport, installation and labour costs of delivering the replacement hot water unit and removing and replacing the existing hot water unit with the replacement hot water unit will be the responsibility of the owner of the existing hot water unit.

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 plumber in accordance with information set out in the Owner’s Manual and/ or Installer’s Guide supplied with the Unit and/or any relevant statutory requirements.

SPK Industries: 49 Sir William Ave, East Tamaki, Auckland

Phone: 09 271 3720

Fax: 09 271 3722

Email: sales@spk.co.nz