



Warranty conditions for iQdrive.

The quietest, fastest and most economical motor ever built by Siemens comes with a decade of confidence.

siemens-home.bsh-group.com.au

Siemens Home Appliances



Warranty conditions for Siemens washing machine models that feature iQdrive.

To activate your 10 year iQdrive motor warranty, go to siemens-home.bsh-group.com.au and register within three months of delivery.

See Terms and Conditions below. For more information see in-store, visit our website or call 1300 368 339.

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 Siemens washing machine models that feature the iQdrive, 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 Siemens motors in washing machine models that feature the iQdrive is separate to our standard Siemens 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 Siemens washing machine models that:
 - (a) feature the iQdrive;
 - (b) are purchased from 18 August 2014;
 - (c) are purchased from participating authorised Siemens resellers in Australia; and
 - (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/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 siemens-home.bsh-group.com.au 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.

This warranty is given by:

BSH Home Appliances Pty Ltd

BSH Group is a Trademark Licensee of Siemens AG

1555 Centre Road
Clayton VIC 3168

Phone +61 3 8551 1100

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 iQdrive motor only, **excludes the inverter** and will not apply if an iQdrive 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.

Total liability

8. Subject to these Conditions, in particular this Condition 8 and Condition 15 below, if the iQdrive motor of an Eligible Product fails during the Warranty Term:
- (a) we will at our sole discretion repair or replace the iQdrive 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 iQdrive motor, including travelling costs to and from your home or any other costs outside the cost of the motor. If you live outside the service area of BSH or one of its service agents, you may be required (at your expense) to return the product to the authorised service provider and collect it.

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 **1300 368 339** or by post to **After Sales Service, BSH Home Appliances Pty Ltd, 1555 Centre Road, Clayton VIC 3168**, 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. Subject to Condition 15 below and 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.

Statutory guarantees

15. The benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. For appliances purchased in Australia our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
16. 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 otherwise disclose your 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 contains information about how you can access or correct personal information held about you or make a complaint about a privacy breach of the Australian Privacy Principles. All claims become the property of BSH. BSH's privacy policy can be found at siemens-home.bsh-group.com.au (follow the 'Privacy' link).
17. 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 siemens-home.bsh-group.com.au or by calling 03 8551 1100. 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 505, Moorabbin, Victoria, 3189. All applications become the property of BSH and cannot be returned.
18. 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.