

MODEL:

**Isodrive®**950 (ST) 950 (STINL),  
1350 (SL), 1650 (SP)  
1650 (SPINL), 3000(SP2),  
3250 (SE), 5000 (SE2)**10 YEAR  
WARRANTY  
schweigen****schweigen****Australia**address: Unit 4/1-5 Lake Drive,  
Dingley Village, Vic 3172  
phone: 1300 881 693  
email: [servicerequest@schweigen.com.au](mailto:servicerequest@schweigen.com.au)  
web: [www.schweigen.com.au](http://www.schweigen.com.au)**New Zealand**address: Ground Floor, 165 The Strand,  
Parnell, Auckland 1010  
phone: 0800 259 644  
email: [servicerequest@schweigen.co.nz](mailto:servicerequest@schweigen.co.nz)  
web: [www.schweigen.co.nz](http://www.schweigen.co.nz)**REGISTER YOUR PURCHASE**

Congratulations on the purchase of your Schweigen appliance. In order to receive the best Schweigen Customer Service, and protect your purchase, please register your 10 Year Product Guarantee at AUS: [www.schweigen.com.au](http://www.schweigen.com.au) or NZ: [www.schweigen.co.nz](http://www.schweigen.co.nz)

**Schweigen Warranty Policy**

Schweigen products 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.

If you purchased your product in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquire the goods for the purpose of a business or commercial use.

Schweigen guarantees these products against defects caused by faulty workmanship and materials for 10 years private domestic residential use from the date of purchase from an authorised Australian or New Zealand retailer. During this guarantee period Schweigen will repair any defective product. If the product includes a number of parts or accessories, only the defective part or accessory will be repaired. Packaging, instructions, manuals, or other included material etc. will also not be repaired or replaced. In the event of a product or accessory being repaired during the guarantee period, the guarantee on the repaired product will expire 10 years from the purchase date of the original product, not 10 years from the date of the repair.

Warranty covers Isodrive® Motor only. Schweigen's 10 Year Isodrive® Motor Warranty covers replacement of units with manufacturer defects reported within the first 5 years of warranty. Qualified claims made within the 5 years thereafter grant the original purchaser a 5-day one-off option to purchase an equivalent replacement motor unit, direct from Schweigen, at 50% off recommended retail prices. Part only, warranty excludes cost of any associated freight or labour to get this unit delivered and installed. A separate warranty period will apply to the "rangehood" or "canopy".

Under Australian and New Zealand consumer law, claims under this warranty can only be validated for the original purchaser of the product, and proof-of-purchase such as the original or approved copy of the purchase receipt must be produced to make a claim. Further evidence of purchase may be requested during the claim process.

## Warranty exclusions

This Guarantee excludes:

- damage or defects caused by the product not being installed, used or operated in accordance with instructions (product manual or similar documentation provided);
- damage or defects resulting from accident, misuse, incorrect installation, improper liquid spillage, incorrect cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or repairs by an unauthorised person, use of defective or incompatible accessories;
- damage, problems or failure caused by weather including, but not limited to hail, salt, corrosive substances and/or atmospheric conditions;
- consumable parts or accessories such as fuses, plugs and bulbs or any other parts of the Schweigen product which require routine replacement;
- use of the product for any commercial purpose, or in any commercial environment.

If damage or defects have not been reported within 48 hours of delivery, no claim will be recognised. If the product is installed damaged or defective, the supplier and/or retailer WILL NOT be responsible for any costs associated with the repair, replacement, removal or re-installation of the appliances. We DO NOT cover CONSEQUENTIAL damage or loss arising from installation or repair or use of our products. If none of the exclusions above apply, and you choose to make a claim under this warranty, some conditions and fees may still apply.

Upon assessment of your claim, Schweigen may choose to either REPAIR or REPLACE the Schweigen Home Appliances product in question with a product of identical specification (or where the product is superseded or no longer in stock, with a product as close a specification as possible). Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Schweigen Home Appliances products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

## Fees and charges

If you decide to proceed with a claim under this Warranty, a Schweigen Service Agent may need to attend your premises to inspect the product. It is the responsibility of the claimant to provide full access for inspection and bare any expense – including labour and equipment – in providing full access. These expenses must be paid by the claimant prior to the Service Agent leaving the work site.

The Schweigen Service Centre hours of operation are Monday through Friday, 9am to 5pm.

A Service Callout Fee is charged for services rendered outside our hours of operation; and/or where the product is located either outside Australia or New Zealand; and/or more than 50 kilometres from the nearest Schweigen Service Centre.

If a fault is deemed to be as a result of incorrect installation, the Service Callout Fee also applies.

## How to make a claim

In order for our Customer Care team to assist you quickly, we request that you lodge your claim within 48 hours, or no later than 14 days after you first become aware of an issue.

The most efficient way to make a claim is to submit a Warranty Service Request at  
AUS: [www.schweigen.com.au/support/service-and-warranty](http://www.schweigen.com.au/support/service-and-warranty)  
NZ: [www.schweigen.co.nz/support/service-and-warranty](http://www.schweigen.co.nz/support/service-and-warranty)

OR

You may also email details of the Schweigen product including the model number(s) and serial number, and a copy of your purchase receipt to:

AUS: [servicerequest@schweigen.com.au](mailto:servicerequest@schweigen.com.au) or NZ: [servicerequest@schweigen.co.nz](mailto:servicerequest@schweigen.co.nz)

In order to assess your claim quickly, a member of our Customer Care team (or authorised representative) will need access in order to inspect the product. We'll work with you to co-ordinate inspection times and try to always minimise any inconvenience.

For further information regarding your Schweigen Product Warranty visit the website AUS: [www.schweigen.com.au](http://www.schweigen.com.au) or NZ: [www.schweigen.co.nz](http://www.schweigen.co.nz)

Contact our Customer Care team:

**AUS: 1300 881 693**

[servicerequest@schweigen.com.au](mailto:servicerequest@schweigen.com.au)

**NZ: 0800 259 644**

[servicerequest@schweigen.co.nz](mailto:servicerequest@schweigen.co.nz)

**10 YEAR  
WARRANTY  
schweigen**

MODEL:

**Isodrive®**



Please retain this Warranty Card and your Purchase Receipt in order to make a valid Guarantee Claim.

\*10 year warranty applies to Isodrive® motor only.