Water Filtration Terms of Sale

Sale and installation of water filtration products, and filter subscriptions · Version 1.1

These terms form part of your Technaus Water Filtration Sale Agreement. Please read them with your agreement.

Terms of Sale

These terms apply to the sale and installation of water filtration products by Technaus Water Filtrations Pty Ltd (ABN 39 681 837 356) ("we", "us") to you, the customer named in this agreement. Questions: 08 9399 8663 or wa@technaus.com.au.

Your rights under the Australian Consumer Law

1. 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 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. Nothing in these terms excludes, restricts or modifies those rights or any other right you have under the Australian Consumer Law.

Your right to cancel

2. You may cancel this agreement for any reason, without penalty, within 10 business days after the day you sign it. To cancel, call us on 08 9399 8663 or email wa@technaus.com.au.

3. We don't sell through unsolicited contact such as door-knocking or cold calling. If this agreement ever did result from contact we started, we would not ask for or accept any payment, or supply or install anything, during those 10 business days.

4. If you cancel, any related credit or finance contract arranged through us for this purchase is also cancelled, and we will refund anything you have paid within 10 business days.

Price and payment

5. Prices are in Australian dollars and include GST. The price is the total shown in this agreement and will not change unless you agree to a variation in writing.

6. Cash, card and bank transfer: the balance is due on the day of installation. Payment plans: you apply for the plan with the provider yourself; the provider's account-keeping and other fees are set out in your contract with the provider and are not part of this price.

7. If installation needs work we could not reasonably have known about when we quoted (for example concrete removal or moving pipes), we will tell you the extra cost before doing it and do it only if you agree in writing.

8. Products returned for a reason other than a fault or a right under the Australian Consumer Law may incur a 15% restocking fee.

Installation

9. Your system is installed by a licensed plumber in line with AS/NZS 3500, with an approved pressure limiting valve and dual check valve where required. Reverse osmosis is subject to the plumber confirming there is suitable space and connections under the sink.

10. Ownership of the products passes to you when you have paid in full; risk passes when they are installed.

Warranty

11. In addition to your rights under the Australian Consumer Law, we warrant the whole-house water filtration system against defects for 2 years from installation.

12. Lifetime extended warranty. We extend the warranty on the whole system for as long as the filters are changed in line with the filter change schedule in this agreement, with a minimum filter spend of $330 every 18 months (or while you hold a current filter subscription). The extended warranty applies to the original purchaser at the installation address.

13. To make a warranty claim, contact us with your name, address and a description of the problem. We will, at our option, repair or replace the faulty product. Under this warranty, labour, freight and call-out costs are payable by you; this does not limit your rights under the

Australian Consumer Law, which may entitle you to have those costs covered.

14. The warranty (but not your Australian Consumer Law rights) does not cover damage from: water above 38°C, water hammer, freezing, pressure above the system's rating, misuse, accidents or acts of nature, modification or repair by someone other than us or our plumber, parts or filters not supplied by us, or filters not changed within their maximum life.

Water quality

15. You acknowledge that: (a) the softening stage reduces limescale but does not remove it entirely; (b) dissolved solids (TDS) are reduced only by the reverse osmosis stages; (c) mains water supplied in Australia is generally safe to drink and we do not claim otherwise; (d) water pressure is normally unaffected, although some low-pressure fittings may need adjusting; and (e) filters need changing every 12 to 18 months, depending on use and water quality.

Liability

16. Subject to your rights under the Australian Consumer Law, we are not liable for loss caused by events outside our reasonable control, or by your failure to follow the filter change schedule or these terms.

Privacy

17. We collect your contact, property and payment details to supply, install and service your system, arrange finance you apply for, and contact you about filter changes and your warranty. We share them only with our installers, the finance provider you choose and service providers who help us, and handle them under our privacy policy. You may ask us for access to, or correction of, your information.

General

18. This agreement is the whole agreement between us. Anything our consultant has told you that matters to you must be written in this agreement. If a term is invalid, the rest still applies. This agreement is governed by the law of Western Australia.

Filter change schedule

STAGE	FILTER	STANDARD CHANGE	MAXIMUM LIFE
POE 1	Sediment	6 months	12 months
POE 2	FOF carbon	12 months	18 months
POE 3	KDF carbon	12 months	18 months
POU 4	Reverse osmosis	24 months	36 months
POU 5	Post carbon	12 months	18 months
POU 6	Mineralising	12 months	18 months

POE = point of entry (whole house); POU = point of use (under the sink, reverse osmosis systems only). Intervals assume a household of 3; larger households or poorer water may need earlier changes.

Filter subscription terms

These apply if you take up a filter change subscription with us.

S1. The subscription covers your filter changes on the schedule above and a service call-out of up to 45 minutes each visit within the metro area (within 50 km of our office).

S2. Additional call-outs are $80 for the first 30 minutes and $50 for each further 30 minutes. We will tell you before any extra cost is incurred.

S3. The subscription renews automatically at the end of each term. We will give you at least 30 days' notice of any change to the fee, and you may cancel before the renewal. Fees already paid for a term that has started are not refundable, except where the Australian Consumer Law gives you a right to a refund.

S4. If filters are changed by someone other than us, we are not responsible for problems caused by that work or those filters.

S5. While your subscription is current, your lifetime extended warranty continues, and for 18 months after it ends.