

CONSUMER GUARANTEE

1. If you ("customer") are a consumer under the Australian Consumer Law or other relevant legislation (ACL), Billi Australia Pty Ltd (ACN 62 954 829) ("Billi") products supplied come with guarantees that cannot be excluded under the ACL. 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.

PRODUCT WARRANTY

2. Subject to both the Consumer Guarantee and the Warranty Exclusions detailed in this Product Warranty, if a defect in a product supplied by Billi and purchased by the customer from a reseller authorized by Billi ("Supplier") occurs (i) within 12 months of the date of purchase of the product; or (ii) within a period being the later of 12 months of the date of (a) purchase of the product, and (b) installation of the product – providing that the date of installation shall be deemed to have occurred no later than 12 months of the date of purchase of the product – upon Billi receiving a written claim (containing details of the product defect together with a receipt from the Supplier showing the date of purchase of the products and evidence of date of installation of the product, if relevant (or such other proof of purchase and date of installation as Billi may require) no later than 1 month after the expiry of the above stated relevant date, Billi shall, at its option:

- direct an accredited service provider to attend the customer's premises (provided that the premises are located within Australia) and repair the defect free of charge, noting that if the customer's premises are located more than 25 kilometers from one of Billi's accredited service providers' locations the customer may be liable for any increased freight costs, fees, charges or levies Billi may incur as a result of fulfilling its obligations under this paragraph a) of this Product Warranty; or
- direct the customer to return the product to Billi so that Billi may provide a replacement product free of charge. If Billi elects to do so, Billi will meet necessary freight charges, and the customer will be required to meet costs associated with the removal of the product and installation of the replacement product.

3. Any product replaced or repaired under this Product Warranty will be covered by the original product's remaining warranty period, or six months, whichever is greater. If the product or any part thereof is replaced by Billi under this Product Warranty, all rights, title and interest in and to the replaced product or part shall vest in Billi upon it being replaced.

WARRANTY EXCLUSIONS

- Billi shall not be liable under this Product Warranty:
 - unless the product was installed correctly and as per the installation instructions supplied with the product;
 - if the defect is contributed to or caused by any improper usage of the product or usage of the product for purposes other than that for which the product was designed or intended;

- if the defect occurs because of any act or omission by the customer, or any person other than Billi;
 - if the product is subject to misuse, neglect, accident or abuse or the customer continues to use the product after the defect becomes apparent;
 - if the product is damaged because of contaminants in the water supply;
 - if the product is repaired, or any attempt to repair the product is made, by anyone other than a Billi authorized repairer acting at Billi's direction;
 - if the product is altered or modified in any way unless such modification has been approved in writing by Billi;
 - if the product's serial number or rating plate label has been removed or defaced;
 - for any additional costs arising from an inability to readily access the product;
 - if the product is damaged as a result of insect or vermin infestation;
 - for any damage or defect arising out of normal wear and tear of the product, or associated or caused by fire, vandalism, storm, earthquake, war, or any foreign matter entering the product; or
 - If damage or defect arises due to the use of non-genuine Billi spare parts.
5. This Product Warranty is personal to the customer and shall not extend or apply to any subsequent purchaser, assignee, or transferee of the product.
6. Notwithstanding anything to the contrary, filters are not covered by this (or any other) Product Warranty.

LIMITATION OF LIABILITY

7. Subject to the Consumer Guarantee set out in this Product Warranty, and save for liability which cannot, or which can only to a limited extent, be lawfully excluded, all liability, including all conditions and warranties giving rise to liability, relating to the supply of the products by Billi is expressly excluded. Any such liability which cannot be lawfully excluded is limited, at Billi's option, to any one or more of the following:
- the replacement of the product or the supply of equivalent product;
 - the repair of the product;
 - the payment of the cost of replacing the product or of acquiring an equivalent product; or
 - the payment of the cost of having the product repaired.

MAKING A WARRANTY CLAIM

If a customer may have a faulty product and it is covered by this Product Warranty, the customer should contact Billi at the earliest opportunity:

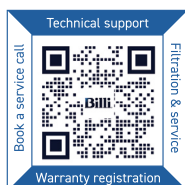
Billi Australia Pty Ltd

by phone on 1800 812 321; or by email at service@billi.com.au

Billi New Zealand Ltd

a) by phone on 0800 636 0 636; or visit www.billi.co.nz

To assist us to process any future warranty claim you may have, kindly visit www.billi.com.au/warranty-registration or www.billi.co.nz/warranty-registration to complete the product warranty registration form online. Please ensure that a copy of the sales receipt is uploaded during the online Product Warranty Registration Process.



Please scan the QR code for all support information.

Billi Australia Pty Ltd
P 1800 812 321
W www.billi.com.au

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Billi

IMPORTANT NOTICE RELATING TO YOUR NEW BILLI APPLIANCE



Congratulations on the purchase of your new Billi filtered drinking water appliance.

With proper care and maintenance, your Billi appliance will provide years of reliable operation. Regular service including filter changes, will ensure optimal water quality and an ongoing high level of performance. Our **Support Page** is your go-to for all product and service information, simply visit www.billiwater.com/support or, scan the QR code to access all your after-sales & support needs.



- ☒ Purchase Filters or CO2
- ☒ Warranty Registration
- ☒ Frequently Asked Questions
- ☒ Service Bookings
- ☒ How To Videos
- ☒ Technical Documentation
- ☒ User & Install Guides
- ☒ Service Plan Enquiries

Important Filter Care Information

Please be aware of the importance of flushing* your water system following the installation of a new appliance as well as following a filter replacement. Your Billi appliance has been fully factory tested and a new, dry filter fitted. Once the appliance is installed or a new filter is being fitted, the flushing procedure should follow the same steps as indicated below.

Note:

All Models are required to be switched on (power & water supply) before commencing flush procedure. If the system is new and has not already been commissioned, boiling water calibration will cause some steam and discharge during the process, this is normal.

Procedure:

QUADRA & OMNIONE MODELS:

Automatic filter flush cycle, no action required.

SAHARA, ECO, BILLI HOME BA, BILLI HOME BC, ECO SPARKLING & QUADRA SPARKLING MODELS:

Operate the chilled water flow and dispense until flow of water stops. Repeat with boiling side. Conduct this procedure twice.

ALPINE 60/120 & ALPINE 125 MODELS:

Operate the chilled water flow and dispense for up to 2 minutes.

ALPINE 125 MODELS:

Operate the chilled water flow and dispense for up to 2 minutes. Operate ambient water flow for up to 30 seconds. Repeat this procedure twice.

BILLI HOME C MODELS:

Operate the chilled water flow and dispense for up to 2 minutes. Operate sparkling water flow for up to 30 seconds. Repeat this procedure twice.

BILLI HOME FT MODELS:

Dispense for 2 minutes.

**All drinking water filtration systems should be flushed after a period of non-use. If your Billi appliance has not been used for a period of 48 hours, e.g. over a weekend, it is recommended that you flush the system by dispensing cold water for at least 2 minutes.*