

24 MONTH WARRANTY

24 Month Warranty for Equipment Products

For even better support to our retailer channel and to provide an additional competitive advantage, we have decided to extend the warranty period from 12 months to 24 months for our Grainfather, Mangrove Jack's and Still Spirits equipment products.

We will repair or replace your customers' equipment products if found to be defective during the warranty period due to manufacturing faults. The warranty excludes damages caused by misuse, neglect, customer alterations and incorrect installation.

We will also look at this retrospectively and allow customers to claim on equipment products they have purchased previously but are still within the 24 month period.

Warranty flyers included in products are in the process of being updated to specify the new warranty period. Please bare with us as we work through updating these but just let customers know that we will accept warranties up to 24 months.

Just a reminder, to ensure we have the information we need to resolve the issues your customers are experiencing, when a customer makes a warranty claim can you please make sure you obtain the following information from them:

- Item number
- Batch numbers - most products will have these, these can be found either on the back or the bottom of the box or often crimped into the sachet. It should say 'Batch' before a four digit number
- Serial numbers - this is applicable to selected equipment items (i.e. T500 Boiler and Condenser, Grainfather, Kegerators, Air Still etc)
- As much details about the problem as possible. Plus photos are always good.