
FOGATTI WARRANTY POLICY

Thanks for using Fogatti brand products.

Scope of Warranty:

This warranty is only applicable for Fogatti RV gas tankless water heater.

Warranty period:

24 months (2 years) from the date of purchase (with a valid purchase certificate).

Warranty Coverage:

During the warranty period, Fogatti will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

This warranty applies only to the original purchaser of the product and is non-transferable.

Exclusions: The following situations are not within the scope of free warranty service, Fogatti can provide you with paid product services.

- A. Beyond the validity period of the free warranty time, the product can still be used after repair;
- B. Damage resulting from improper transportation, storage, or failure to operate the product according to the provided instructions.
- C. Unauthorized disassembly or repair of the product, or repairs performed by service agents not authorized by our company.
- D. Products without a valid proof of purchase.
- E. Products that have been altered or modified in any way.
- F. Damage caused by unstable voltage or voltage outside the specified range (DC 10V-DC17V), or improper installation of the power supply that does not comply with national electrical standards.
- G. Product damage resulting from misuse or operation contrary to the specified instructions.

Warranty Service Process:

To obtain warranty service from Fogatti, please follow the steps below:

1. Contact Fogatti After-Sales Service:

Reach out to our after-sales service team by email at ausupport@fogatti.com or call +61 1800 549 818. Complete and submit the warranty claim form along with a valid proof of purchase within the warranty period to ausupport@fogatti.com.

2. Claim Acknowledgement:

Upon receiving your claim form, Fogatti will respond via email or phone within 24-48 hours to confirm the details and discuss the repair process.

3. Authorization and Service Arrangement:

Fogatti will provide an authorization number and return the warranty claim form. Our service agent in Australia will contact you to arrange for the nearest service center and dispatch any necessary replacement parts.

4. Post-Repair Documentation:

After completing the repair, the service agent must send the completed warranty form and the repair invoice to ausupport@fogatti.com.

5. Labor Cost Reimbursement:

Fogatti will process labor cost reimbursement within 14 days of receiving the repair invoice.

FOGATTI SERVICE CENTER IN AUSTRALIA

SA:	Golden Grove 5125	Salisbury North 5108	Clare 5453 Port Lincoln 5606	Mt Gambier 5290
VIC:	Preston 3072 Reservoir 3073 Ross Creek 3351 Highton 3216	Shepparton 3630 Somerton 3062 Newcomb 3219 Swan Hill 3585	Wangaratta 3677 Warragul 3820 Hamilton 3300 Bairnsdale 3875	Rowville 3178 Wodonga 3690 Mildura 3500
ACT:	Tuggeranong 2900	Gilmore 2905		
NSW:	Toormina 2452 Ballina 2478 Batemans Bay 2536 Mudgee 2850 Gumly Gumly 2652 Springvale 2650	Warners Bay 2282 Lismore 2480 Timut 2720 Yamba 2464 Redbank 2456	Dubbo 2830 Nowra 2541 Kempsey 2440 Coffs Harbour 2480 Argenton 2284	Redhead 2290 Narrabi 2390 Orange 2800 Port Macquarie 2444 Warriewood 2102
QLD:	Cleveland 4163 Mackay 4741 Caboolture 4510 Caloundra 4551 Tin Can Bay 4580 Rockyview 4701	Tuan 4650 Mackay 4741 Cullinane 4860 Underwood 4119 Robina 4226 Cullinane 4860	Tingalpa 4173 Garbutt 4814 Dalby 4405 North Rockhampton 4701 Ashmore 4214 Townsville 4815	Hervey Bay 4655 West Ipswich 4305 Monto 4630 North Cairns 4870 Underwood 4119 Capalba 4157
NT:	Alice Springs 0870 Winnellie 0820	Girraween 0836	Katherine 0850 Woodroffe 0830	Katherine 0850 Casuarina 0811
WA:	Kununurra 6743 Pinjarra 6208 West Kalgoorlie 6430 Wangara 6065	Broome 6725 Albany 6330 Bunbury 6231 Broome 6725	Karratha 6714 Esperance 6450 Port hedland 6721 Kununurra 6743	Carnarvon 6701 Derby 6728 Success 6164
TAS:	Goodwood 7010	Youngtown 7249		

WARRANTY FLAT RATE LABOR HOUR GUIDELINES

Time Allowance Includes Diagnostic Time (In hours calculated at 1/10th hour – 6 minutes)

LABOR FUNCTION	APPROVED LABOR HRS
Complete Water Heater	0.75
Door Frame(flange)	0.67
Gas Valve (proportional)	0.84
Control Board (Main Board)	0.20
User Control Panel	0.18
Pressure Relief Valve Assy.	0.18
Water Flow Sensor	0.87
Pressure Switch	0.13
Power switch and fuse holder Assy.	0.83
Fuse	0.11
Thermostat	0.79
Temperature Probe Outlet(Hot Water)	0.62
Temperature Probe Inlet(Cold Water)	0.78
Burner Assembly	1.08
Blower Motor Assembly	0.84
Heat Exchanger	1.08
Water Inlet Pipe Assy.	0.81

*For any component that does not appear on the above list, pls contact FOGATTI for authorization and instructions. Labor will not be paid if without authorization.

Service Information:

<https://fogatti.com.au>

Email: ausupport@fogatti.com

Support line: +61 1800 549 818

Warranty Card

User name		Bar code number
Product name		
Product model		
Purchasing date		
<p>Warning! For your safety, please ensure that your installation conditions meet the following requirements: (applies only to water heater products)</p> <ul style="list-style-type: none">● The power supply of the water heater must be reliably grounded and equipped with a leakage protection device to prevent accidental circuit leakage.● Power outlet, connector may be subject to water penetration. Use a splash-proof power outlet and take care of the watertight joints.● Water heaters should be used on the RV. Do not use indoors. Exhaust gas must be discharged outside the vehicle to prevent carbon monoxide poisoning.● Gas supply and water supply must be reliably installed without leakage to prevent damage due to leakage.● The installation of the water heater should comply with local laws and regulations.		

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