

## **Product Support and Warranty Conditions for Christie BBQ Units**

### **Introduction**

This guide covers steps to take when servicing or repairing a Christie BBQ system. It is written as a guide to assist technicians to determine the cause of BBQ faults as quickly as possible. Following these steps will ensure Tilley Group can assist you best and will establish if systems are covered under warranty or if the warranty period has expired

The guide covers the following processes.

- Product Support Procedure
- Support contact list.
- Warranty Support procedure.0

### **1.0: Product Support Procedure**

**Step One:** When engaged to attend a fault with a Christie BBQ, please gather the following information from your customer.

- A. Description and nature of the Fault.
- B. Location of the BBQ.
- C. Model and Serial Number of the BBQ.
- D. Error codes, if any, displayed on the push button.

Establishing this information before attending site will greatly assist in determining the likely cause of the fault. As many BBQ's are in remote locations, we recommend you gather the above information before attending site.

**Step Two:** Contact Tilley Group to establish if the BBQ unit is under warranty. Tilley Group will not cover warranty calls we are not aware of. For systems under warranty. Rates and Service Charges must be agreed to before a purchase order will be provided. **REFER SECTION 2.0, WARRANTY PROCEDURES**

**Step Three:** Refer to the technical manual for the BBQ being serviced. Check the Fault diagnostic lists relating to the BBQ. The fault code may indicate what parts are likely to be required, and/or probable fault. If you don't have a technical manual, Tilley Group will email one to you, on request.

If in doubt, please contact us for support. If we don't know, we will escalate the matter to Christie and gain advice on the probable fault, on your behalf.

## When on Site

**Step Five:** Attend site and follow the service manual recommendations. The service manual covers common faults, error codes and tests which must be performed to establish faults. If in doubt, please contact us for support.

|                               |  |
|-------------------------------|--|
| <b>1<sup>st</sup> Contact</b> | <b>James Bremner (Tilley Group Ltd)</b><br><b>04 387 1257</b><br><b>027 296 1559</b><br><b>james@tilleygoup.co.nz</b>  |
| <b>2<sup>nd</sup> Contact</b> | <b>Christie Support</b><br><b>Christie Australia support hours:</b><br><b>Monday to Friday: 08h30 – 17h00 AET / GMT+10 (Melbourne time) or by</b><br><b>prior arrangement</b><br><b>Phone: + 61 (3) 9708 2999 (Press #2 for technical support)</b><br><b>Email: support@dachristie.com</b> |

## 2.0: Warranty Support Conditions

Tilley Group will cover approved Warranty costs for appliances under the following conditions.

1. Tilley Group must be informed about the possible warranty condition before the technician attends site. Tilley Group will confirm if the appliance is within or outside of the warranty period. Approval to proceed must be gained before attending site. Approval is gained by completion and approval of section one of the attached **Warranty Application & Approval Form**. No warranty claims will be considered without the attached warranty application form being completed in full and returned to us.
2. Tilley Group will not accept charges relating to third party trades (Gas, Electrical or other) for the purpose of testing voltage or gas supplies. Technicians attending should have relevant skills and qualifications to make such tests.
  - 2.1 Issues caused by outside factors such as gas supply, poor voltage, ambient conditions or installation defects and vandalism will not be covered.
3. Faults occurring outside the manufacturer's warranty period will only be considered on a case- by-case basis.
4. Parts are supplied upon receiving a purchase order and will not be provided free-issue. Credits will be processed for items supplied upon successful warranty claim approval.
5. Tilley Group will not cover the costs of test equipment or specialised tools to diagnose or test the system.
6. Items supplied by Tilley Group which are not returned for credit in new condition, or approved as part of the warranty application will be invoiced to the applicant according to our terms and conditions.



# Tilley Group Ltd

## Christie BBQ Warranty Application & Approval Form

### Section One: Warranty Application

|                             |   |              |   |
|-----------------------------|---|--------------|---|
| Date                        | * | BBQ Serial # | * |
| Location                    |   |              | * |
| Fault Reported              |   |              |   |
| Error code, if any          |   |              |   |
| Description of fault        |   |              |   |
| Service Company Details     |   |              |   |
| Technician's contact number |   |              |   |

### Section Two: Approval to Proceed

If accepted, attend to fault and contact Tilley Group for Support, if required. This approval is an acknowledgement the unit has faulted during the warranty period. Charges to Tilley Group will be considered upon receipt of the completed Warranty Costs Charges section of this application.

Approval to Investigate Fault was provided to: \_\_\_\_\_

By: \_\_\_\_\_ Date: \_\_\_\_\_

### Section Three: Warranty Charge Application

| Service Description of work undertaken: |          |            |                     |
|---|----------|------------|---------------------|
|   |          |            |                     |
| Charges                                 |          |            |                     |
| Item                                    | Quantity | Rate/ Cost | Total Excluding GST |
| Labour                                  |          |            |                     |
| Mileage                                 |          |            |                     |
| Parts                                   |          |            |                     |
|   |          |            |                     |
|   |          |            |                     |
|   |          |            |                     |
|   |          |            |                     |
|   |          |            |                     |
|   |          |            |                     |
| Total Charge Excluding GST              |          |            |                     |

Warranty Application Completed By: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

### Section Four: This Warranty Application was Approved/ Declined by Tilley Group Ltd.

Warranty Engineer: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_