



Jetmaster (Vic) Pty Ltd
SERVICE AGREEMENT
2024

Introduction:

This agreement has been put in place to ensure that service and warranty work for Jetmaster products are completed effectively and the claims process is quick and efficient to aid all parties

Contained in this agreement is:

1. Introduction
2. Diagnosis prior to callout
 - a. Gas
 - b. Solid Fuel
 - c. Electric
3. Callout procedure
4. Schedule of service fees
5. Parts invoicing / return policy and protocol

INTRODUCTION

As the authorized reseller of our products, you are responsible for the servicing and warranty work if required on the product you have sold according to Australian consumer law.

As per the manufactures (Hearth and Home Technologies) warranty, if you cannot provide service to a product you have sold, Jetmaster reserves the right to charge a travel fee, per our current service agreement, to send a technician to site from Melbourne.

This travel fee will be charged directly to the dealer who sold the product regardless if the call is warranty.

It is strongly recommended that all products are installed by installers that have completed factory training on our product to avoid extra costs to you for warranty call out.

Specific warranty information for all products can be found in the install manual provided with the product and available at Jetmastervic.com.au/resources

DIAGNOSIS PRIOR TO CALLOUT

It is very important to note that Jetmaster will NOT cover service visits to site which are to simply diagnose the issue.

The current system which our Heat & Glo systems use and have been using for over 7 years is a simplistic system which can be diagnosed to a point over the phone to ensure appropriate parts are bought to site for the service technician.

Below is a basic diagnosis which should be followed. This coupled with the dealer attending our service and tech training annually will allow for easy and seamless diagnosis prior to arriving to site.

Never guarantee a warranty, you will be charged if you fail to troubleshoot. Never refer your customers straight to Jetmaster.

Note: User error or install issue will not be covered by warranty for callout fees or parts.

HEAT & GLO – GAS

System not responding

- Is the isolation switch on?
- When you turn the isolation switch on from off, can you hear the module beep?
- Is the module in the remote position?
- Is the remote paired?
- Does the system start in “on” mode from the module?
- Try new batteries in remote

If the system is still not responding after this, the service tech should bring to site a) module b) DC Regulator c) Remote Control

System beeps, sparks, lights pilot / does not light pilot (system locks out)

- Has the customer tried to reset the unit? (use isolation switch, turn off power, wait 1 minute turn back on)
- Is the gas cock on? (Red knob inside the unit)
- Has there been an interruption to gas supply?
- Has the line been purged prior to first operation?

If the above is checked and system still fails, the service tech should bring to site a) module b) Pilot assembly c) Valve d) DC Regulator

Tech must check pressures before and after replacing ANY parts!

Fan not working / noisy / stepper issues

- Has the customer waited 10 minutes (fan will not turn on for 3.5 mins of unit operation)
- Has the customer made an input into the remote (change the fan setting on the remote)

If the above is checked, the tech must take to site a) AUX Box b) Appropriate fan c) Module

It is VERY important to note that we WILL NOT cover anything outside the factory warranty, this includes but is not limited to:

- **Incorrect flue runs (including termination location)**
- **Incorrect gas pressures**
- **Incorrect Media Placement**
- **Incorrect Ember placement**
- **Incorrect air shutter settings causing soot**
- **The use of non-factory parts (including trims)**
- **Any faulty workmanship not related to the product**
- **No one showing the customer how to use the unit**

SLOW COMBUSTION UNITS

In order to diagnose parts failure such as manifold tubes, baffles etc. The customer

MUST provide the following photos:

- failed components inside the unit,
- internal firebox photos,
- external installation photos
- flue termination photos

which are to be submitted on a helpdesk prior to a site visit.

ELECTRIC FIRES

Ensure power to the unit has been confirmed at the power source.

Ensure remote has fresh batteries and the glass is free of obstruction for the Infrared remote to send signal.

See below for Callout Procedure Breakdown.

CALLOUT PROCEDURE

ALL Fuels

1. **Contact Jetmaster for assistance via dealer helpdesk**
<https://jetmaster.odoo.com/helpdesk/dealer-helpdesk-5>
Form will need to be filled out completely for the submission to work.
2. **Jetmaster service department will review the ticket and provide feedback within 48 hours of submission.**
3. **Jetmaster will review validity of the claim**
 - a. **If unit warranty has elapsed, we'll provide recommendations or advice to solve the problem**
 - b. **If warranty period is current, we'll issue a JM number, job card (if required) and send relevant parts**
 - c. **Replacement parts will not be charged if the fix is obvious. If the fix is not clear, we'll issue a sales order for parts you may require according to troubleshooting information. Non-used parts can be returned for a credit or kept for a future job.**
4. **Schedule and complete the job.**
5. **Send back invoice for labour (if within valid labour period) and include**
 - JM or ticket number.
 - Labour charge (refer to Jetmaster Fee Schedule).
 - Travel charge (refer to Jetmaster Fee Schedule).
 - Parts used (for credit or replacement if relevant)

PARTS (if return requested) ARE TO BE RETURNED WITHIN TWO MONTHS OF THE CALL OUT WITH JM OR TICKET REFERENCED.

JETMASTER VICTORIA SERVICE FEE SCHEDULE

Effective 1st of JUNE 2024

Service call out fee - \$100.00 inc GST (Includes 25kms of travel each way)

The maximum amount which will be paid by Jetmaster Victoria is the above call out fee plus the fees (if applicable) listed below

GAS

Replace Module	30 minutes	\$50.00
Replace Pilot Assembly	45 minutes	\$75.00
Replace AUX Box	30 minutes	\$50.00
Replace Burner	45 minutes	\$75.00
Replace Broken Logs	30 minutes	\$50.00
Replace Front Glass	30 minutes	\$50.00
Replace Gas Valve	60 minutes	\$100.00
Replace Fan	45 minutes	\$75.00

SLOW COMBUSTION

Replace Airtube assembly - F/S unit	45 minutes	\$75.00
Replace Airtube assembly - inbuilt unit	60 minutes	\$100.00
Replace baffle	30 minutes	\$50.00

ELECTRIC FIRES

Replace main board (circuit board)	30 minutes	\$50.00
Replace heater/fan assembly	30 minutes	\$50.00
Replace remote	15 minutes	\$25.00

If any other parts or warranty work is carried out, it will be paid at \$25 per 15 minute interval to a maximum of 2 hours work.

If more than one part needs to be replaced any additional labour will be at 50%.

Example:

- **Callout = \$100**
- **Valve = \$100**
- **Module= \$25**
- **Total = \$225**

For Gas - If an inline regulator needs to be fitted we allow 30 minutes @\$50.00

If travel over 25kms per way is required, it will be paid @ 50 cents per kilometre, however, written authorisation is required from Jetmaster Victoria BEFORE the commencement of the job.

No further costs above what is quoted above will be entertained unless prior authorisation is obtained from Jetmaster Victoria.

Parts Return / invoicing policy

We recommend for dealers who are located outside Melbourne and who sell a large volume of Jetmaster product that a par level of parts should be kept in stock. This should include:

Gas Parts

- Pilot assemblies
 - Multiple pilots for multiple units
- Module
- DC Regulator
- AUX Box
- Fan Assembly
- Valve
- NG to LPG Conversion kit (for front of valve and pilot spud if you sell a lot of LP product)

Slow Combustion Parts

- Baffle Boards
- Air tubes
- Rear gaskets
- Ceramic Blanket
- Baffle protection channel

If you do not do a lot of Jetmaster service work, parts can be issued on a sales order/invoice then will be credited once the job is confirmed complete and requested.

Once you have completed the service call, please post back to Jetmaster the faulty parts as well as your labour invoice including the following details:

- Gas pressure (inlet and outlet)
- Serial number of the unit
- Installation date
- Parts to be replaced
- Description of issue and resolution