

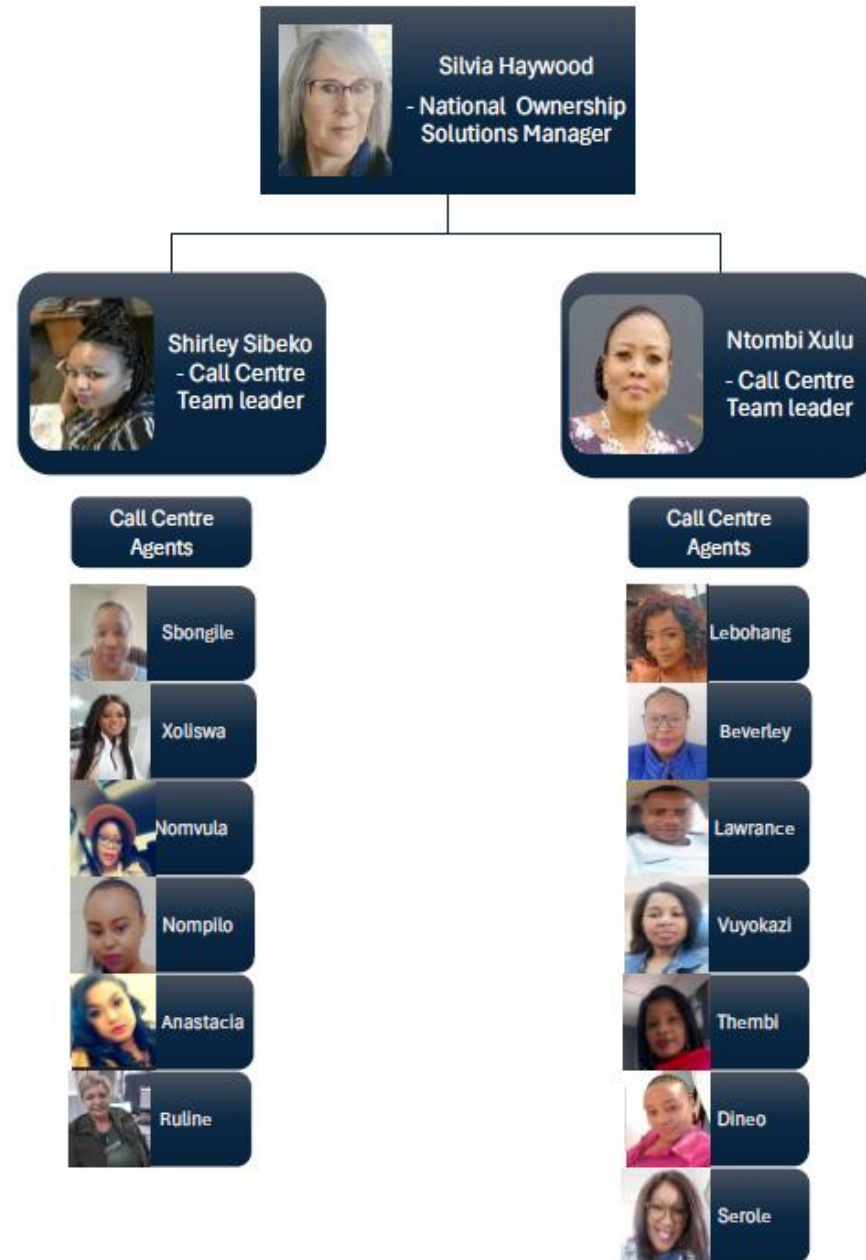


KWIKOT

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KWIKOT CALL CENTER

INTRODUCING THE CALL CENTRE TEAM



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CALL CENTRE



KWIKOT

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Claim Logging Procedure – Kwikot Service

1. Receiving an Outbound Call

- Customers may contact Kwikot via the switchboard or directly through the Call Centre to log a claim.
- The Call Centre operator will ask relevant questions to understand the nature of the issue and gather all necessary details to initiate the claim.

2. Receiving an Email Claim

- Customers may also submit claims via email to: ZA_insure@Kwikot.com
- Upon receiving the email, the Call Centre operator will promptly follow up with a phone call to the customer to collect any additional information required for claim logging.

3. Claim Confirmation

- Once the claim is successfully logged, the customer will receive an SMS notification containing the Dark Red Case Number, which begins with KJ.
- For further assistance, customers can contact the Kwikot Hotline at: 0861 594 568

To log a call, please ensure that you have the following information at hand:

- Geyser details (Serial number, code, and size of the geyser)
- Client's details (Name, Surname, contact number and Full physical address where the geyser is located).
- NB: Proof of purchase and proof of installation will be requested if the serial tag is no longer visible or available.

For follow-ups / queries, please have your reference number at hand.

Reason for call



Claim Logging Guidelines

- When a customer contacts Kwikot to log a claim, the Call Centre operator must ensure that the correct questions are asked to gather all relevant information. This ensures accurate claim logging and efficient case resolution.
-  General Procedure
- Ask for the reason for the claim and confirm the type of geyser (Electrical or Solar).
- Request the code and serial number of the geyser or component.
- Use the service system to verify the serial number and ensure there is no duplication.
- Confirm warranty eligibility based on the product code and installation date.
-  Common Claim Types

1. Geyser Leaking

-  Warranty: Cylinder has a 5-year warranty.
-  Confirm if geyser is Electrical or Solar.
-  Required Info: Code and serial number.
-  Use the geyser code to determine warranty status.
-  Check system for duplicate serial numbers before logging.

2. Geyser Not Heating

-  Warranty: Element and thermostat have a 1-year warranty.
-  Required Info: Geyser code to verify warranty period.
-  If a new component was installed after the original geyser installation:
 - The component must be returned to the place of purchase.
 - The retail shop must contact their Kwikot sales representative.

3. Pressure Control Valve & Safety Valve Leaking

-  Warranty: Valves have a 2-year warranty.
-  Required Info: Proof of installation if outside warranty period.
-  Send proof to: ZA_insure@Kwikot.com
-  Kwikot will follow up with the customer regarding the PR Valve claim.

WHERE TO FIND WARRANTY INFORMATION

KWIKOT

www.kwikot.com

Warranty and Service Support

za_insure@kwikot.com

0861 594 568

To log a call, please ensure that you have the following information at hand:

- Geyser details (Serial number, code, and size of the geyser)
- Client's details (Name, Surname, contact number and Full physical address where the geyser is located).
- NB: Proof of purchase and proof of installation will be requested if the serial tag is no longer visible or available.

For follow-ups / queries, please have your reference number at hand.

REGISTER YOUR PRODUCT

Why Register?

Registering your Kwikot product ensures:

- Full warranty activation and coverage
- Access to important safety and product updates
- Proof of ownership for future service or support

What You'll Need

To complete your registration, please have the following details ready:

- Product serial number (located on your water heater)
- Installation date
- Proof of purchase or installation (optional upload)
- Contact information (name, email address, phone number)

GEYSER CODES

KWIKOT SA - EWH YEAR CODES

A	1998
B	1999
C	2000
D	2001
E	2002
F	2003
G	2004
H	2005
I	2006
J	2007
K	2008
L	2009
M	2010
N	2011
O	2012

P	2012
Q	NOT USED
R	2013
S	2014
T	2015
U	2016
V	2017
W	2018
X	2019
Y	2020
Z	2021
A	2022
B	2023
C	2024
D	2025

PRESSURE CONTROL VALVE

- **PRESSURE CONTROL VALVE FAULT FINDING Q&A**

Valve Leaking

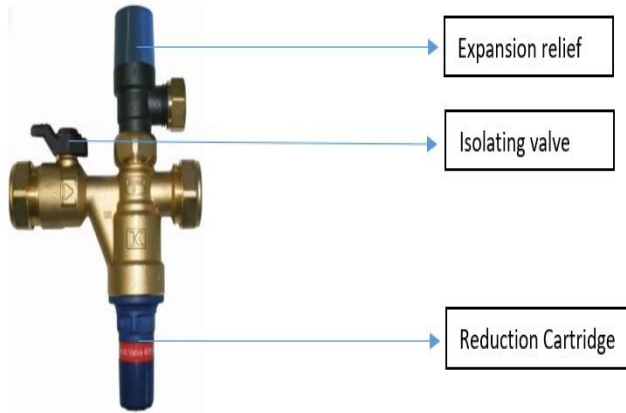
- **Q1: How much water has been lost over 24 hours?**

- Acceptable loss rate is 4% of the geyser's total volume over a 24-hour period at 55 °C:

Geyser Volume	Maximum Allowable Loss
150 L	6 L
200 L	8 L
250 L	10 L
300 L	12 L

- **Q2: Is the pressure on site balanced?**

- Isolate the water supply at the pressure control valve. Check every tap on the property.
- If no water flows, the installation is balanced.
- If water still flows, the installation is unbalanced.
- Action if unbalanced: Install a non-return valve on the hot-water line to prevent backflow and stabilize pressure.



PRESSURE CONTROL VALVE- CONTINUE

Valve Making Noise Clarification:

The pressure control valve itself does not generate noise. Cause:

- Aerated water contains pressurized air bubbles. When these bubbles collapse at the last draw-off point, they produce a resonant acoustic tone.
- Loose pipes or worn tap jumpers can amplify this sound.

Remedies to reduce noise:

- Flush the system to purge trapped air.
- Secure any loose pipework.
- Replace faulty tap jumpers.

Warranty Period

All pressure control valves carry a 2 year warranty.

Warranty term begins on the date of installation.



GEYSER IS LEAKING HIGH PRESSURE



Geyser Leaking

Q1: Did you have a plumber out to inspect the geyser?

- Yes • No need for further questions.
- No • Which of the three visible overflow pipes outside the house is leaking?
 - 50 mm pipe (geyser drain)
 - 22 mm pipe (safety valve)
 - 15 mm pipe (pressure control valve)
- There must be three pipes visible outside the premises: 50 mm, 22 mm, and 15 mm.

Geyser Not Heating

Q2: Did you have an electrician out to inspect the isolator switch, circuit breaker, and geyser components?

- Yes • Gather the electrician's test results to identify the faulty component.
- No • Advise the client that we need to know which component tested faulty. • Inform them that "dry burns" and electrical burns on components are not covered under warranty.

TEMPERATURE AND PRESSURE RELIEF VALVE (T&P VALVE)

Is the water boiling hot or cold?

Cold Water Leakage

- Pressure control valve may have failed.
- Sediment buildup in the valve's reduction cartridge.
- No pressure control valve installed, causing geyser over-pressurization.

Hot Water Leakage

- Thermostat stuck in the “on” position, causing overheating.
- Bent element pocket, leading to thermostat over-calibration.

Pressure Rating Compatibility

- The pressure control valve's rating must not exceed the T&P valve's rating.
- Example: a 600 kPa pressure control valve cannot be used with a 400 kPa T&P valve.

Warranty-Void Conditions

- If installation photos show the T&P valve extended or facing upwards:
 - call will be logged in the system.
 - This installation condition voids the warranty.



DIRECT SOLAR FROST AND FROST FREE



Geyser Not Heating When Power Is Off

Are the copper rods fitted inside the header of the manifold?

- **Not sure**
 - Revert to the installer and confirm once you have accurate information.
- **Yes**
 - Log a service call for further investigation.

Key Specifications & Requirements

- **Maximum pressure rating of the geyser: 400 kPa**
- **Tube count by geyser capacity:**
 - 100 L → 12 tubes
 - 150 L → 16 tubes
 - 200 L → 20 tubes
 - 250 L → 24 tubes
 - 300 L → 32 tubes
- **A thermostatic mixing valve must be installed to regulate outlet temperature.**
- **If the unit remains unused for 2–3 consecutive days, the T&P valve may open due to system overheating.**