

# With Aurora it's not just OK, it's **AOK.**

**If it's a job done by one of Aurora's Preferred Hot Water Suppliers, it's done right or it's fixed.**

These days it's hard to get a guarantee that's actually worth the paper it's written on. But this one is, so keep it safe just in case it's needed. AOK is the short name we give to the Aurora Customer Service Guarantee. It's also your assurance of a top job every time.

## **Here's why it's AOK.**

If you are an Aurora Energy customer, the Aurora AOK Guarantee applies to the quality of the installation job conducted by our Aurora Preferred Hot Water Suppliers. Aurora Energy guarantees that the installation job will be done properly, and if not, Aurora Energy will arrange for remedial work to fix the problem. The AOK Guarantee does not however, replace any manufacturer's warranty. If there is a problem with the appliance itself you will need to make a claim under your warranty directly against the manufacturer. You should ensure that you still receive a manufacturer's warranty for the appliance from our Aurora Preferred Hot Water Suppliers.

Your AOK Guarantee is valid from the date of your invoice and/or receipt from our Aurora Preferred Hot Water Suppliers, so please retain these records along with your manufacturer's warranty. While you are an Aurora Energy customer the AOK Guarantee stays in effect for a minimum of twelve months after the installation date\*.

## **What to expect from our Aurora Preferred Hot Water Suppliers.**

- Our Aurora Preferred Hot Water Suppliers shall offer sufficient information and advice to help you make an informed decision about your hot water solution. This may include an inspection of your premises and/or a face-to-face meeting.
- Our Aurora Preferred Hot Water Suppliers shall be courteous and professional in their dealings with you.
- Our Aurora Preferred Hot Water Suppliers shall ensure that all relevant manufacturers' warranties are in place if you ever need to make a claim.
- The installation of your hot water system shall be of the standard and expectation that was promised by our Aurora Preferred Hot Water Suppliers at the time of consultation.
- Our Aurora Preferred Hot Water Suppliers shall be responsible for installation faults and shall act upon your behalf when resolving disputes with a subcontractor.



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\*Disclaimer: If you change to another retailer during the twelve month period, the AOK guarantee will lapse upon the date your transfer takes effect.

## What to do if you are not satisfied.

**Step 1:** Contact an Aurora Preferred Hot Water Supplier and register your complaint with them. They will ascertain whether your complaint is valid (for example, you may not be operating the appliance correctly) or whether it is something that is covered by the manufacturer's warranty. An Aurora Preferred Hot Water Supplier must respond to your complaint within 7 days.

**Step 2:** If the complaint between you and an Aurora Preferred Hot Water Supplier is not resolved within a reasonable timeframe, call Aurora Energy on **1300 13 2003** (residential) or **1300 13 2045** (business). An Aurora Energy consultant will register your complaint and investigate it with the Aurora Preferred Hot Water Supplier. If the dispute still cannot be resolved, an independent arbitrator appointed by Aurora Energy will undertake an inspection of your installation to validate your claim.

**Step 3:** If your complaint is validated, Aurora Energy will arrange remedial work up to the value of your initial installation (by a different Aurora Preferred Hot Water Supplier, if necessary) to ensure your complete satisfaction.

## Required standard of service.

The performance of Aurora Preferred Hot Water Suppliers is measured against the following standards:

### 1. Advice and information to help you make an informed decision

- Face-to-face advice from professional staff.
- Assistance in identifying your hot water system requirements (including a site visit).
- Suggestions for renewable hot water system solutions best suited to your needs, with any limitations explained.
- Explanation of costs (including system costs, delivery and installation costs).

### 2. Appliance warranty and repairs

- The AOK Guarantee does not replace any manufacturer's warranty. If there is a problem with the appliance you need to make a claim under your warranty for the appliance.

### 3. Service qualities

- Aurora Preferred Hot Water Suppliers shall be courteous, friendly and efficient in all their dealings with you.
- Aurora Preferred Hot Water Suppliers shall respect your privacy, and treat your personal information with care.
- Aurora Preferred Hot Water Suppliers shall use plain English in their documents and in their contact with you.
- When Aurora Preferred Hot Water Suppliers visit you, they shall respect your premises and ensure it is left in the same state as when they arrived.

- Your hot water system shall arrive at an agreed time, or you will receive a telephone call explaining the reason for the delay and arrangements will be made for another convenient delivery time.

### 4. After sales service

- Aurora Preferred Hot Water Suppliers shall make all efforts to gather, keep records of, and act on customer feedback.
- Aurora Preferred Hot Water Suppliers shall have a system for resolving customer complaints/dissatisfaction within 7 days.
- Aurora Preferred Hot Water Suppliers shall follow-up and act upon customers' behalf when a subcontractor causes the dissatisfaction.

### 5. Aurora Preferred Hot Water Supplier's professional staff

- Staff shall be adequately trained and accredited (having successfully completed Aurora's Accreditation Program).
- Any staff who visit your home to assist you in determining your hot water energy requirements or to install equipment shall carry appropriate identification.
- Staff shall be familiar with Aurora Energy tariffs, standards and procedures.

If you have had any problems with Aurora Preferred Hot Water Suppliers, call Aurora Energy **1300 13 2003** for residential or **1300 13 2045** for business – we shall assess your complaint against these service levels and endeavor to resolve the problem quickly and effectively.



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