

CLAIMS PROCESS



Durable, Functional, Practical.

What you need to claim

1. Have the **geyser serial number** ready and **pictures** of the problem to assist the Claims department
2. Address of the home owner and contact number
3. Details of the **registered** plumber who installed the geyser

How to log a fault

- OPTION 1** **Warranty Call centre number:**
☎ 087 255 5468
- OPTION 2** WhatsApp the claim details to the following number:
📞 **Whatsapp: 079 782 9468**
- OPTION 3** Email your claim with the same details as listed above to:
✉ **Warranty@supahot.co.za**

The Claims Department will contact the home owner to arrange for a technician to attend to the repair and/or inspection if required.

To register your geyser, follow the process below:

- Scan the **QR Code** on the geyser – this will take you to our Supahot website
- Under the warranty tab –fill out all the necessary details

Alternatively email the warranty department with the geyser serial number and contact details

Thank you

For your valued support!