

Weber® customises many of its products for different territories, such as Australia.

We do this for a number of reasons. It may be because of cultural differences in cooking, and often, because of differences in the local fuels used in barbecues.

What this means is that the Weber® One Touch™ offered for sale by authorised Weber® retailers in Australia is not the same as a Weber® One Touch™ product that is offered for sale in another country.

If you have purchased a Weber® One Touch™ through Bunnings, we understand that most, if not all of Bunnings stock has been imported without being customised by Weber®, and as such, is not the same product that is being sold in Australia by authorised Weber® retailers. These models are genuine Weber® products. However, as they have not been customised for Australia, they are not covered for warranty purposes by Weber® in Australia and you cannot register this product with Weber®.

### **How do I know?**

If you have purchased a model through Bunnings, it will probably have a sticker on one side of the box that says (amongst other things):

#### ***Important Information for Australian Purchasers***

### **I have thrown away the box – how else will I know?**

The model sold by Bunnings that has not been customised by Weber® will not have the same features and accessories as a Weber® One Touch™ sold in Australia by authorised Weber® retailers. The key additional features and accessories of a Weber® One Touch™ sourced in Australia through authorised Weber® retailers are:

- a. an Australian warranty and service card for Weber-Stephen Products, Co (AUS) Pty Ltd
- b. the Complete Australian Barbecue Kettle Cookbook
- c. a hinged cooking grill designed for the addition of fuel or smoking woods during roasting
- d. a Rapidfire Charcoal V Grate and two charcoal baskets for lighting indirect cooking fires for roasting
- e. two large Weber® aluminium drip trays

You need to know that many of these key features and accessories are what allow you to use the Weber® One Touch™ for roasting.

If the product you purchased from Bunnings does not have these features, it is likely that it is a model that has not been customised by Weber® for the Australian market.

Some of these key features also assist product life longevity.

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You also need to be aware that the cooking and fuel instructions provided in your Weber® One Touch™ were written for a different market, based on different cooking requirements (primarily grilling) and using different fuel that will generally not apply to what you would normally use when barbecuing in Australia.

### **What about my product warranty?**

If you have purchased from Bunnings this model that has not been customised, the sticker on one side of the box tells you (amongst other things) that:

*This product comes with a manufacturer's product warranty, details of which are inside this box.*

It is important for you to know that this product is **not** warranted by Weber® in Australia.

You will need to direct any warranty claims, missing parts queries and after-sale service issues to Bunnings Group Limited as directed by the sticker.

At this point in time, Bunnings is not an authorised retailer of Weber® products in Australia and does not have authorised retailer trade access to Weber® services, spare parts or accessories from Weber-Stephen Products, Co (AUS) Pty Ltd.

### **Who do I call if I have a problem?**

If you have purchased this model that has not been customised from Bunnings, you will need to follow the instructions on the sticker and contact Bunnings Limited.

If you have purchased a Weber® One Touch™ sourced in Australia through an authorised Weber® retailer that has the key features we have listed above, you should contact us if you have any questions or queries.

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