



WARRANTY CONDITIONS FOR AQUAHEAT PREMIER HEAT PUMP SERIES

Your AQUAHEAT SF/TF Premier series heat pumps are manufactured to the highest possible standards and the most up-to-date technology. Accordingly, the equipment carries the following warranty should a fault occur due to faulty manufacturing or materials.

Important:

In the event of a fault occurring covered by this warranty, the purchaser must, in the first instance, contact AQUAHEAT or the nearest authorised AQUAHEAT distributor.

AQUAHEAT SF/TF series heat pumps:

1. All components in the heat pump, with the exception of the heat exchanger, carry a full one year (12 months) warranty from the date of purchase by the original owner.
2. All components in the heat pump, with the exception of the heat exchanger, carry an additional one year (12 months) parts only warranty. **This does not include any call out fees, courier charges or labour fees.**
3. The titanium heat exchanger carries a warranty of five years, (60 months). The terms of this warranty covers the full replacement cost, i.e. parts and labour of a defective heat exchanger for one year (12 months) and an additional four years (48 months) on heat exchanger parts only from the date of purchase by the original owner.

No claim in pursuance of this warranty will be recognised unless received by AQUAHEAT during the warranty period with the original AQUAHEAT sticker with the serial number on the heat pump.

The warranty is void if the following are not adhered to:

The heat pump must be installed and used in accordance with the instructions supplied. Please note:

Filtration equipment and circulating pumps are installed in-line before the heat pump.

Chemical additives and chlorine generating equipment are installed in-line after the heat pump.

Chlorine electrolyser cathodes are earthed.

Electrical connections comply with the relevant standards.

The heat pump is designed to be used with swimming pool or spa pool water which should be chemically balanced in accordance with the Langelier Index. The water should have a pH of 7.0 to 7.6 that is regularly treated with a sanitising system using chlorine, either added in compound form, or generated in situ in concentrations as recommended by the relevant Health Department. Should other chemical treatment systems or parameters be used, AQUAHEAT will not be responsible for damage done by corrosion, scaling and stress cracking of the equipment.

If, in the opinion of AQUAHEAT, the equipment has been subjected to other than normal swimming pool or spa pool use or has been improperly serviced or maintained, the warranty will be void.

This warranty is applicable to workmanship and materials only. AQUAHEAT will replace, at no charge, all parts returned and freight paid (provided that the appliance is located no further than 50km from an Authorised Dealer/Reseller), which display faulty workmanship or materials in accordance with the conditions above.



AQUAHEAT accepts no responsibility for loss, damage or injury to persons or property arising from warranty failure of equipment, unless with the express authority of AQUAHEAT or its authorised distributors. This warranty shall not extend to any expenditure otherwise incurred.

AQUAHEAT shall not be liable for any incidental, consequential, exemplary, special or punitive damages, or for loss of revenue, profit or use, arising out of breach of this warranty (including but not limited to damage resulting from condensate leakage) or in connection with the sale, maintenance, use, operation or repair of any AQUAHEAT product. In no event will AQUAHEAT be liable for any amount greater than the purchase price of a defective component.

This limited warranty does not cover product that have been damaged because of accident, abuse, misuse, neglect, improper installation, failure of internal piping or components due to freezing conditions, scale build up or fouling of the heat exchanger, improper maintenance, or failure to operate the heat pump in accordance with the AQUAHEAT written instructions, failure to start due to freezing conditions, blown fuses, open circuit breakers or any other damages cause by the electrical services and damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of AQUAHEAT.

AQUAHEAT shall not be held responsible for any injuries that might occur for any reason.

All non-warranty service charges are the responsibility of the original owner. Failure to pay for non-warranty service charges will void this limited warranty.

Spare parts purchased from an AQUAHEAT sales office and used in any other application other than in an AQUAHEAT heat pump will not carry any warranty.

ANY LAPSE REGARDING IMLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID