



## WALK IN WARRANTY CONDITIONS FOR AQUAHEAT ECONO HEAT PUMP RANGES

The *AQUAHEAT* ECO standard series heat pumps are manufactured to the highest possible standards. Accordingly, the equipment carries the following warranty should a fault occur due to faulty manufacturing or materials.

**IMPORTANT:** The *AQUAHEAT* Warranty conditions will only be valid if the heat pump installation is registered in full.

This warranty is not transferable.

In the event of a fault occurring covered by this warranty, the purchaser must contact *AQUAHEAT* immediately.

This warranty is a **WALK IN** warranty, meaning that all repairs will be done at an *AQUAHEAT* workshop. See above addresses. It is the responsibility of the buyer/owner of the heat pump to deliver the heat pump to an Aquaheat workshop on the buyer/owners own expense.

Courier charges and courier damages are not covered by this warranty.

### **AQUAHEAT ECO SERIES HEAT PUMPS:**

#### **ONE-YEAR (12 MONTHS) WARRANTY (LABOUR AND MATERIAL)**

1. All parts / components in the heat pump, with the exception of the heat exchanger, compressor and evaporating coils, carry a full one-year (12 months) walk in warranty from the date of purchase by the original owner.
2. No heat pump will be replaced after installation i.e. once the heat pump has been installed, any faults on the heat pump will be repaired at an *AQUAHEAT* workshop.
3. Corrosion is not covered under this warranty
4. For all coastal installations with aggressive corrosion, anti-corrosive (BLUCOAT) treatment against corrosion is required for claims to be Valid.
5. All repairs to be done by a qualified refrigeration technician who is registered in the Safe Handling of Refrigerants.

#### **TWO-YEAR (24 MONTHS) LIMITED EXTENDED WARRANTY**

6. The Compressor and Heat Exchanger carries an additional limited extended one-year (12 months) parts only walk in warranty. Subject that the heat pump was serviced in the first year by an authorised *AQUAHEAT* technician.
7. Labour, travel transport costs and refrigerant is excluded under this warranty.

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**NOTE:**

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. 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 evidence suggests the equipment has been subjected to other than normal 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, 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 products 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 voltage 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*.

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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 IMPLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID*

Client Name: .....

Client Contact Number: .....

Installation Address: .....

Client Email Address: .....

Serial Numbers: .....

Date of Installation: .....

Installer's Name: .....

Installer's Contact Number: .....

Installer's ID / CC or Pty Number: .....

Clients Signature: .....

Date: .....