



WARRANTY CONDITIONS FOR AQUAHEAT STANDARD INVERTER HEAT PUMP SERIES

Your AQUAHEAT STANDARD INVERTER 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 STANDARD INVERTER series heat pumps:

1. All components in the heat pump, with the exception to the heat exchanger, carry a full one-year (12 months) warranty from the date of purchase by the original owner.
2. The titanium heat exchanger carries a warranty of three years, (36 months).

The term 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 two years (24 months) on heat exchanger parts only from the date of purchase by the original owner.

This does not include any call out fees, courier charges or labour fees.

No claim in pursuance of this warranty will be recognised unless the warranty form with photos of the isolator switch and over/under voltage protector has been received by AQUAHEAT once the installation is completed.

Do not remove the original AQUAHEAT sticker with the serial number from the heat pump.

WARRANTY CONDITIONS FOR THE HEAT PUMP POWER SUPPLY:

IF THE CABLE SUPPLYING THE POOL DISTRIBUTION BOX IS A 4MM² CABLE, A HEAT PUMP OF UP TO A 13KW OUTPUT CAN BE INSTALLED ON THE DISTRIBUTION BOARD WITH A CIRCUIT BREAKER AND AN OVER/UNDER VOLTAGE PROTECTOR (2P 40 AUTO STARTING OV/UV)

IF A POOL HEAT PUMP LARGER THAN 13KW OUTPUT IS INSTALLED, (OR THE SUPPLYING CABLE TO THE DISTRIBUTION BOX IS SMALLER THAN 4MM²) A DEDICATED POWER SUPPLY IS REQUIRED FROM THE MAIN DB BOARD WITH A 2POLE ISOLATOR SWITCH AND OVER/UNDER VOLTAGE PROTECTOR (2P 40 AUTO STARTING OV/UV) MUST BE SUPPLIED BY THE ELECTRICIAN.

IT IS THE RESPONSIBILITY OF THE CLIENT TO ARRANGE SUCH AN INSTALLATION WITH A QUALIFIED ELECTRICIAN.

IF UNPROTECTED POWER IS USED, THE WARRANTY ON ELECTRICAL/ELECTRONIC PARTS WILL BE VOID.

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.

AQUAHEAT WESTERN CAPE
5 SENNA RD, KILLARNEY GARDENS
MILNERTON, 7441
TEL: 0861 50 35 50
EMAIL: heatpumps@aquahheat.com



AQUAHEAT GAUTENG
UNIT 7, 126 ROAN CRESCENT, CORPORATE PARK NORTH
MIDRAND, 1865
FAX: 0866 31 30 19
WEBSITE: www.aquahheat.com

Electrical connections comply with the relevant municipal 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 Saturation 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 while handling or operating the heat pump/s.

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

AQUAHEAT WESTERN CAPE
5 SENNA RD, KILLARNEY GARDENS
MILNERTON, 7441

TEL: 0861 50 35 50
EMAIL: heatpumps@aquahheat.com



AQUAHEAT GAUTENG
UNIT 7, 126 ROAN CRESCENT, CORPORATE PARK NORTH
MIDRAND, 1865

FAX: 0866 31 30 19
WEBSITE: www.aquahheat.com

Client Name:

Client Contact Number:

Installation Address:

Client Email Address:

Serial Number: Date of Installation:

Installer's Name:

Installer's Contact Number:

Installer's ID / CC or Pty Number:

Electrician's Name:

Electrician Contact Number:

Clients Signature: Date:

COMPLETED FORM AND SEND PHOTOS OF THE INSTALLATION TO: sales@aquahheat.com