



Save up to 80%* of your electric storage hot water energy costs, year after year!

Warranty Information

Warranty Conditions

1. The Sanden “Eco”® Hot Water Heat Pump System must be installed in accordance with the installation instructions supplied with the Sanden “Eco”® Hot Water Heat Pump System and in accordance with all relevant statutory and local requirements of the state in which the water heater is installed.
2. Where a failed component or Sanden “Eco”® Hot Water Heat Pump System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Sanden “Eco”® Hot Water Heat Pump System does not carry a new warranty.
3. Where the Sanden “Eco”® Hot Water Heat Pump System is installed outside the boundaries of a metropolitan area as defined by Sanden or further than 25 kilometers from an accredited service agent, the cost of transport, insurance and travelling costs between the nearest accredited service agent’s premises and the installed site shall be the owner’s responsibility.
4. Where the Sanden “Eco”® Hot Water Heat Pump System is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner’s responsibility.
5. The warranty only applies to the Sanden “Eco”® Hot Water Heat Pump System and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Sanden “Eco”® Hot Water Heat Pump System. Such parts would include pressure limiting valve, isolation valves, non-return valves, electrical switches, pumps or fuses.
6. The Sanden “Eco”® Hot Water Heat Pump System must be sized to supply the hot water demand in accordance with the guidelines in the Sanden “Eco”® Hot Water Heat Pump System literature.

Warranty Exclusions

1. Repair and replacement work will be carried out as set out in the Sanden “Eco”® Hot Water Heat Pump System warranty. However the following exclusions may void the

warranty and may incur a service charge and/or cost of parts:

2. Accidental damage to the Sanden “Eco”® Hot Water Heat Pump System or any component, including: Acts of God, failure due to misuse, incorrect installation, attempts to repair the water heater other than by a Sanden accredited service agent or the Sanden service department.
3. Where it is found there is nothing wrong with the Sanden “Eco”® Hot Water Heat Pump System; where the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high water pressure; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the Sanden “Eco”® Hot Water Heat Pump System or its components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant codes or acts.
4. Where the Sanden “Eco”® Hot Water Heat Pump System or its component has failed directly or indirectly as a result of excessive water pressure.
5. Overflow vent drain has not been installed or blocked or corroded.
6. Where the Sanden “Eco”® Hot Water Heat Pump System has rusted as a result of a corrosive atmosphere.
7. Where the unit fails to operate as a result of ice formation in the pipe work to or from the Sanden “Eco”® Hot Water Heat Pump System.
8. Where the Sanden “Eco”® Hot Water Heat Pump System is located in a position that does not comply with the Sanden “Eco”® Hot Water Heat Pump System installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position.
9. Repair and/or replacement of the Sanden “Eco”® Hot Water Heat Pump System due to scale formation in the waterways or the effects of either corrosive water or water with a high chloride or low pH level when the water heater has been connected to a scaling or corrosive water supply or a water supply with a high chloride or low pH level as outlined in the Owner’s Guide and Installation Manual.
10. Where the Sanden Eco ® Hot Water Heat Pump System or its components have failed directly or indirectly, as a result of inclusion in either a Ring Main system or an Off Grid application.
11. Where the Sanden “Eco”(r) Hot Water Heat Pump System or any of its components has failed directly or indirectly as a result of excessive power surges, lightning strikes, or high voltage “fusion” of components on the PC Boards.
12. Warranty service is provided to the original owner of the equipment only

Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the Sanden “Eco”® Hot Water Heat Pump System, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, workmanship or other modes of failure.

Warranty Period

Subject to the Warranty Conditions and Exclusions stated above, your Sanden “Eco”® Hot Water Heat Pump System is warranted, in a Residential application, as follows:

Heat pump unit

Sanden warrants all parts and labour on the Sanden “Eco”® Hot Water Heat Pump System for a period of 6 years from date of installation.

Labour costs are paid directly to the servicing contractor per the payment cost schedule published by Sanden and revised from time to time at Sanden’s requirement.

Stainless Steel Tank unit

Sanden warrants that the tank will be free from defects for 10 years at 100% replacement, and for a further 5 years under a pro-rated scale, culminating in warranty end after 15 years from date of installation.

Vitreous Enamel Tank unit

Sanden warrants all parts and labour on the tank for 5 years at 100% replacement, and for a further 5 years under a pro-rated scale, culminating in warranty end after 10 years from date of installation.

All valves and connectors supplied by Sanden carry a 2 year parts warranty from date of installation. The Pressure Temperature Relief valve supplied with the Sanden tank carries a 1 year parts warranty from date of installation.

In a Commercial or Industrial application, the warranty period on both the Heat Pump unit and Tank will be based on detail provided and determined upon application.

Warranty terms and conditions are subject to change without notice.

Wifi Controller

The Sanden Wifi Controller is warranted in a Residential application for 1 year (including parts and labour) from date of installation.

The following is not covered under warranty and may incur a service charge and/or cost of parts:

- i. Connection issues with owners’ Wi-Fi modem and service provider
- ii. SmartLife app related issues and functionality