

WARRANTY - AUSTRALIA ONLY



The comprehensive 5 year warranty covers all system parts and tank in full, with any labour charges for 2 years. Have peace of mind that you'll be covered.

FIVE YEAR SYSTEM + 2 YEAR LABOUR WARRANTY

Aquatech Solar Technologies Pty. Ltd. warrants the system will be free from minor defects and major failures for a period of 5 years from the date of system installation. When proof of installation date is not provided, the start date of the warranty will commence from the system date of manufacture determined by the systems unique serial identifier.

This warranty covers only RAPID/X6 & DYNAMIC/X8 systems sold and installed in Australia under the Aquatech Brand with serial number begins with AQU6 & AQU8.

MINOR DEFECTS

A minor defect is determined by an approved service agent or the Aquatech Solar Technologies Pty. Ltd. service department and is classified as a repairable non-critical failure of a system part or parts. Owners can claim reimbursement for the following costs associated with a minor defect:

All parts under section 4.2 PARTS SCHEMATICS will be supplied free of charge for a period of for a period of 5 years from the date of installation, provided that proof of purchase is provided. If proof of purchase is not supplied, the coverage will be valid from the date of manufacture.

Aquatech Solar Technologies Pty. Ltd. will cover all labour costs associated with fitting or replacing of listed parts by their approved service agent or service department for a period of 2 years from the date of installation, provided that proof of purchase is provided. If proof of purchase is not supplied, the coverage will be valid from the date of manufacture.

MAKING A MINOR DEFECTS CLAIM

The following steps should be taken when making a warranty claim with Aquatech Solar Technologies Pty. Ltd:

1. Owners experiencing issues with their system are to contact Aquatech Solar Technologies Pty. Ltd. service department directly on 1300 769 904 during operating hours.
2. If your issue can not be dealt with over the phone, owners will be supplied with details of service agent in their area.
3. Owners will need to contact and deal with service agents directly in relation to the booking and payments of works related to the service or repair of their system.
4. Owners can claim reimbursement for costs of parts covered under schematic 4.2 PARTS SCHEMATICS and for onsite labour charges if in 2 year period if completed by an approved Service Agent or Aquatech Solar Technologies Pty. Ltd. service department. To claim reimbursement of costs by completing an Minor Online Claim

- Proof of purchase/installation to validate system age, if not supplied system age will be determined from date of manufacture.
- Copy of invoice from an Aquatech Solar Technologies Pty. Ltd. approved service agent or Aquatech Solar Technologies Pty. Ltd. service department.
- All Service Claim Submissions will be processed and reimbursement on validated claim paid into owner nominated account within 7 business days.

MAJOR FAILURES

A major failure is classed as a non-repairable critical failure making the system not fit for use defined by either of the following two parameters:

1. The System storage tank will be free from leaks under operating and water chemistry conditions per below table

TANK WARRANTY CONDITIONS

INLET PRESSURE	PH RANGE	CHLORIDE
>500kPa	6 - 8	> 250mg

2. The System will provide sufficient performance as to guarantee a heating capacity equal to meet a medium load demand for the climate zone it has been installed in, as outlined AS/NZS 4692.1:2005., when connected to a continuous power supply.

A major failure can only be validated by an Aquatech approved service agent or plumber, or by the Aquatech Solar Technologies Pty. Ltd. service department. If a major failure is validated an approved agent will need to complete a Major Failure System Report (contact Aquatech Solar Technologies for a copy of report document).

Owners will be required to support their warranty claim by providing a Major Failure System Report document as well as proof of original purchase ,such as invoice for the supply or installation of the system for which a warranty claim is being made against.

MAJOR FAILURES

The following steps should be taken when making a warranty claim with Aquatech Solar Technologies Pty. Ltd:

1. Owners experiencing issues with their system are to contact Aquatech Solar Technologies Pty. Ltd. service department directly on 1300 769 904 during operating hours.
2. If your issue can not be dealt with over the phone, owners will be supplied with details of service agent in their area.
3. Owners will need to contact and deal with service agents directly in relation to the booking and payments of works related to the service or repair of their system.
4. If an attending Aquatech approved service agent determines that the system has a non-repairable fault resulting in a Major Failure they will generate a Major Failure System Report and submit to owner along with a copy of their invoice for attending the job.

5. Owners must submit the following documents to:
 info@aquatechheatpumps.com.au to validate a Major Failure Claim:
 - Major Failure System Report completed by approved Aquatech Service Agent
 - An original purchase invoices or installation invoice to prove ownership and to determine that the system has not been relocated or altered from the original install.
6. A Major Failure can only be claimed for a period of 5 Years from the date of system install. Owners who can support their claim of a Major Failure within 5 Years of the date of install, will be supplied with a free system of equal or similar tank and heating capacity, depending on models available at time of claim. Owners will be entitled to any and all Government subsidies that maybe available to them at the time of the supply of a free system., any claims to such subsidies will be the responsibility of the owner.

The replacement system will be made available for collection from the closet Aquatech Warehouse or distributor to the owner’s address. Any associated cost for shipping and or delivery of the free replacement system from said warehouse and or distributor will be at the owner’s expense and therefore are not covered under the warranty terms and conditions. This includes any costs required to locate the system into the installation location. The owner is responsible for any and all costs associated with the installation of the replacement system by a licensed tradesman of their choosing.

If a free replacement system is supplied in the event of a Major Failure Claim, any and all warranties will be determined based on the date of the original system as prescribed in the Major Failure System Report and not the date of the replacement system. For purpose of future warranty claims the replacement system will be prescribed the same serial number as the original system. All warranty claims made against the replacement system will be treated without prejudice up to 5 Years from the date of the original system installation determined by either proof of purchase, or Major Failure System Report, and failing the supply of these documents the original date of manufacture.

Owners can claim reimbursement for the following costs associated with a Major Failure: The labour costs incurred in the generation of a Major Failure System Report, when said costs have been itemised on invoices from an Aquatech approved Service Agent or Plumbers.

DOMESTIC WARRANTY COMPONENTS SUMMARY

TANK	ELECTRONICS	REFRIGERATION	VALVES
5 Years	5 Years	5 Years	1 Year
The system storage tank will be free from leaks when installed under defined conditions. Should failure occur a Major Failure Claim can be issued.	All electronics as listed in Scematic 4.2 will be supplied free of charge including cost to install for period of 2 Years from D.O.M or Install	The system will provide sufficient heating performance as defined. Should failure occur a Major Failure Claim can be issued.	Valves supplied packaged with the system are provided by 3rd party manufactures and are covered for 1 YEAR parts & labour warranty only.

WARRANTY EXCLUSIONS

This warranty does not cover any costs associated with the failure or damage of the system under the following circumstances:

1. Any failure of listed parts or complete system where the systems has not been installed in compliance with installation instruction as outlined in the Installation and User Guide Document and all statutory and local requirements of the state in which the water heater is installed.
2. Any damage to system components that are aesthetic in nature and do not impact on the system performance or ability to provide hot water. These include but are not limited to: corrosion that does not effect structural integrity (e.g. tea staining), dents or other visual defects.
3. Damage to parts due to miss handling of system in transport or during installation.
4. Accidental damage including: Acts of God, misuse use of system, repairs to system not completed by approved Aquatech Solar Technologies Pty. Ltd. service agent. or Aquatech-Solar Technologies Pty. Ltd. service department.
5. Any failure of parts where electrical supply currents and voltages have exceeded the specified 240V supply by more than a 10% variance.
6. Any failure of parts due to noise in the electrical supply.
7. Any failure of parts not outlined in section 4.2 SCHEMATIC of this document including any parts supplied and installed during the installation of system.
8. Any associated plumbing parts including the PTR Valve, which is covered by third party suppliers, have a one-year warranty (parts & labour).
9. Failure of the system or any associated parts as a result of damaged from insects or animals.
10. Installations where the pipe work has been connecte directly to the condensate drain elbow, without a sufficient air gap.
11. 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 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.
12. 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 fire from the system or due to fire from fittings and/or pipe work of metal, plastic or other materials connected to the system, workmanship or other modes.

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty (set out above) is in addition to any rights and remedies that you may have under the Australian Consumer Law.

NON-RESIDENTIAL WARRANTY

Where the heat pump has been installed in any capacity not related to the supply of potable hot water at a temperature not in excess of 60°C, the installation will be deemed as nonresidential and all warranties are void.

NON-RESIDENTIAL WARRANTY

The RAPID/X6 & DYNAMIC/X8 have been rated to meet a medium load delivery per AS/NZS 4692.1:2005 across all five climate zones. Where the average daily hot water demand made on a single heat pump is shown to be 150% or above medium load demand for the climate zone in which it has been installed as outlined in AS/NZS 4692.1:2005. Or if the property where the system is installed is not installed in a single-family domestic dwelling. The installation will be classed as a commercial installation and therefore fall under the following warranty terms.

COMMERCIAL WARRANTY COMPONENTS SUMMARY

TANK	ELECTRONICS	REFRIGERATION	VALVES
3 Years	3 Years	3 Years	1 Year
Should failure occur replacement system, supplied free of charge. Installation and repair labour costs are the responsibility of the owner.	All electronics as listed in Scematic 4.2 will be supplied free of charge including cost to install for period of 3 Years from D.O.M or Install	Should failure occur replacement system, supplied free of charge. Installation and repair labour costs are the responsibility of the owner.	Valves supplied packaged with the system are provided by 3rd party manufactures and are covered for 1 YEAR parts & labour warranty only.

NON-RESIDENTIAL WARRANTY

The heat pump is designed to operate with an independent cold-water feed. Installing the system on a circulating feed, where hot water will be re-entering the system, will void all warranties. This includes manifolding multiple systems as a single installation.

SUPPLIED PTR &/OR OTHER VAVLES

The heat pump is supplied with a 3rd party PTR valve and may also be supplied with other valves as part of promotional offers. All supplied valves come with a warranty period of 1 Year parts & labour from the date of installation or manufacture as per the 3rd party suppliers terms and conditions. Any repairs/replacement relating to supplied valves that are over 12 months will need to be arranged by owner. If required Aquatech Solar Technologies may provide a list of plumbers that can assist.

IF YOU REQUIRE ANY ASSISTANCE WITH A WARRANTY CLAIM PLEASE CONTACT US ON 1300 769 904 DURING OFFICE HOURS.