**Product Warranty**

**NOTICE TO CONSUMER**

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 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.

*Note: We recommend all consumers safely store receipts, invoices, warranties and any installation records to allow for faster processing of warranty claims.*

**TERMS OF WARRANTY**

**ECOGENICA® PRODUCTS**

1. The warranty terms in this Ecogenica® Customer Product Manual FRE relates only to the Ecogenica® F/FRE/FREC Range of Heat Pump Water Heater System, namely:                     a. Ecogenica® EG-215F, EG-215FRE & EG-215FREC, EG-290FRE & EG-290FREC and EG-330FRE & EG-330FREC models; and      b. EG-260FR & EG-260FRC models; and  c. EG-215FRE-W, EG215FREC-W, EG-260FRE-W, EG-260FREC-W, EG-300FRE-W, EG-FREC-W, EG-330FRE-WR, EG-330FREC-WR

The warranty period are as follows from the date of installation:  7 Years warranty for the Tank, 5 Years warranty for the Compressor and 2 Years warranty for Servicing. 2 Years for parts only and any and all Labour costs associated with diagnosis, removal of the faulty part and installation of replacement parts will solely be the owner’s responsibility and solely at the owner’s cost.

The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Heat Pump Water Heater System, which the purchaser has under the law including the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

2. Ecogenica® will repair or provide parts for repair or replacement, where defects arise from faulty materials.

3. Ecogenica® is responsible for reasonable costs associated with legitimate warranty claims, as determined by Ecogenica®. To determine whether a warranty claim is legitimate, Ecogenica® may send an Ecogenica® accredited service agent to inspect the product. Ecogenica® is not responsible for: a. any costs that are not pre-approved in writing by Ecogenica®; and b. any costs associated with a product which is determined upon inspection not to be covered by this warranty.

Any reasonable costs incurred by the consumer that is associated with making a legitimate warranty claim will be reimbursed by Ecogenica®.

Enquiries relating to warranty coverage and claims for Ecogenica® products or services must be made by contacting Ecogenica®.

An Ecogenica® accredited service agent or the Ecogenica® service department can repair or replace product components, subject to Ecogenica® terms and conditions of warranty. Ecogenica® can, in addition, provide information on operation and maintenance of Ecogenica® products. Ecogenica® contact details are on the back of this document.

**ECO ALLIANCE® PRODUCTS**

1.  The warranty terms in this Eco Alliance Customer Product Manual FRE relates only to the Eco Alliance range of Heat Pump Water Heater Systems, namely: Eco Alliance® models; ECO-155LE, ECO-155LU, ECO-170LHPWH, ECO-215LE, ECO-260LE, ECO-270LHPWH, ECO-320LHPWH

 The warranty period are as follows from the date of installation: 2 Years warranty for the Tank, 2 years warranty for the Compressor and 2 years warranty for Servicing. 2 Years for parts only and any and all labour costs associated with diagnosis, removal of the faulty part and installation of replacement parts will solely be the owner’s responsibility and solely at the owner’s cost.

The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Heat Pump Water Heater System, which the purchaser has under the law including the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

2. Eco Alliance will repair or provide parts for repair or replacement, where defects arise from faulty materials.

3. Eco Alliance is responsible for reasonable costs associated with legitimate warranty claims, as determined by Eco Alliance. To determine whether a warranty claim is legitimate, Eco Alliance may send an Eco Alliance accredited service agent to inspect the product. Eco Alliance is not responsible for: a. any costs that are not pre-approved in writing by Eco Alliance; and b. any costs associated with a product which is determined upon inspection not to be covered by this warranty.

Any reasonable costs incurred by the consumer that is associated with making a legitimate warranty claim will be reimbursed by Eco Alliance.

Enquiries relating to warranty coverage and claims for Eco Alliance products or services must be made by contacting Eco Alliance.

An Eco Alliance accredited service agent or the Eco Alliance service department can repair or replace product components, subject to Eco Alliance terms and conditions of warranty. Eco Alliance can, in addition, provide information on operation and maintenance of Eco Alliance products. Eco Alliance contact details are on the back of this document.

**WARRANTY CONDITIONS**

1.  The person making the claim must be the owner of the Product or have written authorisation to act on behalf of the owner which must be provided to Ecogenica®/Eco Alliance.                                                                                                                                                                                                                                                                                                                                           2.  The person making the claim must notify Ecogenica®/Eco Alliance as soon as they notice any defects without delay, and the product must be within its warranty period as set out in the terms of warranty.

3.  The warranty applies to products manufactured on or after the date of publication of this warranty.

4.  The terms of warranty take effect from the date of completion of installation of the Product and full payment of the Product. Ecogenica®/Eco Alliance reserves the right to request proof of purchase or a copy of the certificate of compliance (this is required by law to be issued by the installer) to verify the date of completion of installation prior to commencing any warranty work.Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the data plate of the appliance.

5.  Prior to any inspection, service, repair or replacement undertaken pursuant to the warranty on a Heat Pump Water Heater System, the following must occur:                                       a.The warranty works must be authorised by Ecogenica®/Alliance; and  b. Proof of purchase and the certificate of compliance must be submitted to Ecogenica®/Alliance.

6.  The Heat Pump Water Heater System must be installed, commissioned, serviced, repaired and removed in accordance with the installation instructions supplied by Ecogenica®/Alliance for the Heat Pump Water Heater System, and in accordance with all relevant statutory and local requirements of the state/province/municipality in which the Heat Pump Water Heater System is installed.

7.  All Heat Pump Water Heater Systems must be operated and maintained in accordance with the Ecogenica®/Eco Alliance operating instructions.

8.  The warranty only applies to the Heat Pump Water Heater System and original or genuine (company) component replacement parts provided by Ecogenica®/Eco Alliance. The warranty does not cover any plumbing or electrical parts supplied by the installer and that is not an integral part of the Heat Pump Water Heater System. Such parts would include, but is not limited to, pressure regulating valve, limiting valves, check valves, tempering valves, electrical switches or fuses.

9.  To the extent permitted by law, Ecogenica®/Eco Alliance shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to the Heat Pump Water Heater System or component(s) related to the system or its operation including but not limited to leakage.

10.  Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Heat Pump Water Heater System does not carry a new warranty.

11.  Ecogenica®/Eco Alliance reserve the right to have the installed product returned to the factory for inspection.

12.  Products eligible for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the Products.

13.  Where the Heat Pump Water Heater System is not installed in accordance with the installation instructions or installed in a position that does not allow safe, ready access as determined by the attending service person, the service may be refused at their discretion. Any cost to access the site safely, including the cost of additional materials, handling and/or safety equipment, will be charged to the consumer and will be the consumer’s responsibility.

14.  The Heat Pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the Heat Pump Water Heater System Literature.

**WARRANTY EXCLUSIONS**

Products supplied by Ecogenica®/Eco Alliance are subject to warranties that cannot be excluded by law. Any breach of condition or warranty is limited to the repair or replacement of the Product, the supply of an equivalent Product, the payment of the cost of repairing or replacing the Product or acquiring an equivalent as determined by Ecogenica®/Eco Alliance.

Repair and replacement work will be carried out as set out in the Heat Pump Water Heater System terms of warranty. However, the following exclusions may void the warranty and may incur additional service charges and/or cost of parts:

1.  Damage to the Heat Pump Water Heater System or any component, including accidental damage, natural disasters, acts of God, storm damage, vandalism.

2.  Failure due to abuse, misuse or neglect, improper maintenance or failure to maintain and incorrect or unauthorised installations;

3.  Failure or damage caused by alterations, service or repair work carried out by persons other than Ecogenica®/Eco Alliance accredited service agents or the Ecogenica®/Eco Alliance service department.

4.  Where no fault is found with the Heat Pump Water Heater System or its components and the issue is related to the plumbing installation or is due to a direct or indirect failure of water, electric or gas supplies, corrosive atmosphere or other issues not caused by a fault of the Product including but not limited to:                                                                                     a. excessive discharge from the temperature and/or the pressure relief valve due to high water pressure;                                                                                                                                           b. excessive water pressure;                                                                                                                                                                                                                                                                                       c. no flow of hot water;                                                                                                                                                                                                                                                                                               d. water leakage;                                                                                                                                                                                                                                                                                                             e. where the supply of electricity or water does not comply with relevant codes or acts or the power supply is cut;                                                                                                                           f. the overflow vent drain has not been installed or it is blocked or corroded;                                                                                                                                                                                               g. rust due to a corrosive atmosphere.

5.  Where the unit fails to operate or fails because of excessive cold or ice formation in the piping to or from the Heat Pump Water Heater System.

6.  Where any faults arise from connecting to a water source that is unfiltered such as dams, bores, rivers etc.

7.  The Heat Pump Water Heater System being relocated from its original point of installation.

8.  Operating the water heater and components when not completely filled with water.

9.  This warranty applies to Heat Pump Water Heater Systems connected to the energy source listed on the data label of the Product.

10.  This warranty does not apply to damage caused by sludge and/or sediment in the water supply.

11.  Repair and/or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level when the water heater.

12.  Where the Ecogenica®/Eco Alliance Heat Pump Water Heater System is in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements, causing the need to dismantle or remove cupboards, doors or walls, or require the use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position.

13.  Labour costs incurred due to an Ecogenica®/Eco Alliance accredited service agent performing checks which should have been carried out by the consumer in accordance with the operating instructions and where no defect is found.

*Disclaimer: Our Heat Pump units may require a technician to sign off on installations, as well as any other regulations across different jurisdictions. Please seek the correct guidance on how to proceed when installing the units ordered to best meet the regulations in all states.*