
RHEEM HEAT PUMP WATER HEATER WARRANTY - AUSTRALIA AND NEW ZEALAND ONLY -

HEAT PUMP WATER HEATER MODEL 551270

1. THE RHEEM WARRANTY – GENERAL

- 1.1 This warranty is given in Australia by Rheem Australia Pty Limited ABN 21 098 823 511 of 1 Alan Street, Rydalmere New South Wales, and in New Zealand by Rheem New Zealand Limited of 475 Rosebank Road Avondale Auckland 1026.
- 1.2 Rheem offer a trained and qualified national service network who will repair or replace components at the address of the water heater subject to the terms of the Rheem warranty. Rheem Service, in addition can provide preventative maintenance and advice on the operation of your water heater. The Rheem Service contact number in Australia is 131031, with Contact Centre personnel available 24 hours, 7 days a week to take your call and if necessary to arrange a service call for during normal working hours Monday to Friday (hours subject to change) or in New Zealand on 0800 657 335.
- 1.3 For details about this warranty, you can contact us in Australia on 131031 or by email at warrantyenquiry@rheem.com.au (not for service bookings), or in New Zealand on 0800 657 335 or by email at rheem@rheem.co.nz (not for service bookings).
- 1.4 The terms of this warranty and what is covered by it are set out in sections 2 and 3 and apply to water heaters manufactured from the 1st April 2021.
- 1.5 If a subsequent version of this warranty is published, the terms of that warranty and what is covered by it will apply to water heaters manufactured after the date specified in the subsequent version.

2. TERMS OF THE RHEEM WARRANTY AND EXCLUSIONS TO IT

- 2.1 The decision of whether to repair or replace a faulty component is at Rheem's sole discretion.
 - 2.2 If you require a call out and we find that the fault is not covered by the Rheem warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Rheem, that service will be at your cost.
 - 2.3 Where a failed component or cylinder is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Rheem warranty.
 - 2.4 Where the water heater is installed outside the boundaries of a metropolitan area as defined by Rheem or further than 25 km from either a regional Rheem branch office or an Accredited Rheem Service Agent's / Centre's office, the cost of transport, insurance and travelling between the nearest branch office or Rheem Accredited Service Agent's / Centre's office and the installed site shall be the owner's responsibility.
 - 2.5 Where the water heater is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility. In other words, the cost of dismantling or removing cupboards, doors or walls and the cost of any special equipment to bring the water heater to floor or ground level or to a serviceable position is not covered by this warranty.
 - 2.6 This warranty only applies to the original and genuine Rheem water heater in its original installed location and any genuine Rheem replacement parts.
 - 2.7 The Rheem warranty does not cover faults that are a result of:
 - a) Accidental damage to the water heater or any component (for example: (i) Acts of God such as floods, storms, fires, lightning strikes and the like; and (ii) third party acts or omissions).
 - b) Misuse or abnormal use of the water heater.
 - c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the water heater is installed.
 - d) Connection at any time to a water supply that does not comply with the water supply guidelines as outlined in the Owner's Guide and Installation Instructions.
 - e) Repairs, attempts to repair or modifications to the water heater by a person other than Rheem Service or a Rheem Accredited Service Agent / Centre.
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- f) Faulty plumbing or faulty power supply.
 - g) Failure to maintain the water heater in accordance with the Owner's Guide and Installation Instructions.
 - h) Transport damage.
 - i) Fair wear and tear from adverse conditions (for example, corrosion).
 - j) Cosmetic defects.
 - k) Ice formation in the waterways of a water heater system incorporating a freeze protection system where the electricity supply has been switched off or has failed.
- 2.8 Rheem may reject a claim under this warranty in its sole discretion if a third party solar diverter is connected to the water heater.
- 2.9 Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpet, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the water heater, 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.
- 2.10 If the water heater is not sized to supply the hot water demand in accordance with the guidelines in the Rheem water heater literature, any resultant fault will not be covered by the Rheem warranty.
- 2.11 In New Zealand this warranty excludes to the extent permissible all implied warranties set out in the Sale of Goods Act 1908 (New Zealand) and all guarantees set out in the Consumers Guarantees Act 1993 (New Zealand) to the extent that the goods are acquired for the purpose of resupply in trade consumption in the course of a process of production or manufacture or repairing or treating in trade other goods or fixtures on land.

3. WHAT IS COVERED BY THE RHEEM WARRANTY FOR THE WATER HEATERS DETAILED IN THIS DOCUMENT

- 3.1 Rheem will repair or replace a faulty component of your water heater if it fails to operate in accordance with its specifications as follows:

What components are covered	The period from the date of installation in which the fault must appear in order to be covered	What coverage you receive
551 series 270 model		
All components	Year 1	Repair and/or replacement of the faulty component, free of charge, including labour.
Sealed System* components (if the water heater is installed in a single-family domestic dwelling)	Years 2 & 3	Repair and/or replacement of the faulty component, free of charge, including labour.
The cylinder (if the water heater is installed in a single-family domestic dwelling)	Years 2 & 3	Repair and / or replacement of the cylinder, free of charge, including labour.
	Years 4 to 7	Replacement cylinder, free of charge. Installation and repair labour costs are the responsibility of the owner.
The cylinder (if the water heater is <u>not</u> installed in a single-family domestic dwelling)	Years 2 & 3	Replacement cylinder, free of charge. Installation and repair labour costs are the responsibility of the owner.

* The Sealed System includes components that carry refrigerant only, e.g. Compressor, Condenser, TX Valve, Receiver / Drier, Evaporator and associated pipe work.

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- 3.2 Without limiting the periods shown in the table in Clause 3.1, a 5-year whole-of-product warranty applies where a rebate has been received under Solar Victoria's Solar Homes Program for a water heater installed from the 1st July 2023. For further details, call 131 031. Proof of receipt of the rebate is required to be produced at the time of the service call.

4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

- 4.1 To be entitled to make a claim under this warranty you need to:
- a) Be the owner of the water heater or have consent of the owner to act on their behalf
 - b) Contact Rheem Service without undue delay after detection of the defect and, in any event, within the applicable warranty period.
- 4.2 You are not entitled to make a claim under this warranty if your water heater:
- a) Does not have its original serial numbers or rating labels.
 - b) Is not installed in Australia or New Zealand.

5. HOW TO MAKE A CLAIM UNDER THIS WARRANTY

- 5.1 If you wish to make a claim under this warranty, you need to:
- a) Contact Rheem on 131031 in Australia or 0800 657 335 in New Zealand and provide owner's details, address of the water heater, a contact number and date of installation of the water heater or if that's unavailable, the date of manufacture and serial number (from the rating label on the water heater).
 - b) Rheem will arrange for the water heater to be tested and assessed on-site.
 - c) If Rheem determines that you have a valid warranty claim, Rheem will repair or replace the water heater in accordance with this warranty.
- 5.2 Any expenses incurred in the making of a claim under this warranty will be borne by you.

6. THE AUSTRALIAN CONSUMER LAW

- 6.1 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.
- 6.2 The Rheem warranty (set out above) is in addition to any rights and remedies that you may have under the Australian Consumer Law.

7. THE CONSUMER GUARANTEES ACT 1993 (NEW ZEALAND)

- 7.1 Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (New Zealand). If the goods fail to comply with the applicable guarantees set out under the Consumer Guarantees Act 1993 (New Zealand) being the guarantee as to acceptable quality, the guarantee as to correspondence with description or the guarantee as to repair and parts, or if the goods fail to comply with any express guarantee given by Rheem, then you are entitled to a replacement or refund and for compensation for any other reasonably foreseeable loss or damage.
- 7.2 The Rheem warranty (set out above) is in addition to any rights and remedies that you may have under the Consumer Guarantees Act 1993 (New Zealand).