

## Heat Pump Water Heater

### Six Year Warranty Information



Thank you for choosing to purchase a quality Econergy® heat pump water heater.

Econergy has a limited 6 year warranty which operates concurrently with the 6 year performance guarantee from the date of installation if the unit has been certified as correctly installed and commissioned to the current version of the Econergy installation manual by a suitable qualified installer.

The sealed refrigeration system including the compressor, and the expansion device have a SIX year parts warranty. Other parts including the water system, and electronics have THREE years parts and labour warranty at which point the warranty reverts to “Back to Base” for a final THREE years.

“Back to Base” means where delivery to and collection of your product from Hot Water Heat Pumps Ltd is your responsibility. Your responsibility includes electrical, plumbing and any building works.

To be able to claim against this warranty, the owner must send a completed “**Installation Declaration Form**”, supplied with this manual upon completion of installation to:

Hot Water Heat Pumps Ltd, PO Box 21 586, Henderson, Auckland 0650

or email: [info@waterheating.co.nz](mailto:info@waterheating.co.nz)

### WARRANTY SERVICE EXCEPTIONS:

- a) Travelling costs for repairs in excess of one hour’s drive from the service agent’s designated place of business.
- b) Consequential loss arising from failure of the product.
- c) Additional cost of access to the unit, where it has been installed in an unusual location.
- d) Vandalism, accident or Acts of God.

***This warranty is applicable only in New Zealand. For overseas warranty, please refer to International Equipment Warranty.***

### THIS WARRANTY DOES NOT APPLY TO:

- a) Defects or failures due to incorrect or faulty installation. Please read the installation instructions in the Installation manual and ensure these are followed.
- b) Defects or failure of the heat exchanger caused by hard or corrosive water.
- c) Defects or failure caused by blockage of the unit due to foreign material such as dust or debris e.g. Dog hair, grass, moss etc.
- d) Damage to equipment caused by accessory or component used that is not specified by Econergy®.
- e) Inadequate electrical supply, voltage fluctuations, incorrect external wiring.
- f) The product has been relocated to another property.