

Congratulations on your purchase of a quality Econergy® heat pump water heater.

Residential Warranty

Econergy has a comprehensive three year residential warranty 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.

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

Hot Water Heat Pumps Ltd, PO Box 21586, Henderson, Auckland; or email info@waterheating.co.nz.

Commercial Warranty

Econergy has a comprehensive two year commercial warranty 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.

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

Warranty Service Exceptions

1. Travelling costs for repairs in excess of one hour's drive from the service agent's designated place of business.
2. Consequential loss arising from failure of the product.
3. Additional cost of access to the unit, where it has been installed in an unusual location.
4. Vandalism, accident or acts of god.

Warranty Exclusions

This warranty does not apply to defects, failures and damages caused by:

- Defects or failures due to incorrect or faulty installation. Please read the installation instructions in the Installation Manual and ensure these are followed.
- Defects or failure of the heat exchanger caused by hard or corrosive water.

- 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.
- Damage to equipment caused by accessory or component used that is not specified by Econergy®.
- Inadequate electrical supply, voltage fluctuations, incorrect external wiring.
- The product has been relocated to another property.

The owner will be liable for any repair and replacement costs required by the Econergy Heat Pump if the damages are caused by the events listed in this section.

Please contact Hot Water Heat Pumps Ltd at **0800 33 66 33** or **info@waterheating.co.nz** for all warranty issues. Please prepare your invoice number or unit serial number for a quick and easy call.

Note: Warranty Statement as of May 2024