

Hot Water Heat Pumps Ltd (HWHP) warrants to the original owner and installation site, the Performance Plus Pool Heat Pump to be free of defects in materials and workmanship.

## Warranty Inclusions

**Standard System Componentry:** Compressor, evaporator coil, heat exchanger and refrigeration system are covered for parts and labour for a period of 24 months **(A)** after purchase from HWHP.

**Titanium Tube within Heat Exchanger:** The titanium tube within the Heat Exchanger (HX) is covered against corrosion for an additional period of 8-years **(B)** in commercial applications and 28-years **(C)** in residential applications. The HX warranty is Back-to-Base where delivery to and collection of your HX from our premises is your responsibility. HWHP is not liable for any non-factory labour involved in the removal of defective HX or installation of the replacement, unless it is pre-approved.

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

**(A)** **24 MONTH  
PARTS AND  
LABOUR\*  
WARRANTY**

\*Covers compressor, evaporator coil, heat exchanger, refrigeration systems

**(B)** **10 YEAR  
COMMERCIAL  
ANTI-CORROSION\*  
WARRANTY**

\*For titanium tube within heat exchanger (HX)

**(C)** **30 YEAR  
RESIDENTIAL  
ANTI-CORROSION\*  
WARRANTY**

\*For titanium tube within heat exchanger (HX)

## Warranty Terms

1. The Performance Plus Heat Pump must be installed and certified by licensed and qualified installers according to instructions in the manual and all relevant local requirements.
2. The warranty only applies to Performance Plus Heat Pump components supplied by Hot Water Heat Pumps Ltd. Other parts supplied by the installers are not covered by this warranty.
3. The Performance Plus Heat Pump must only be used for the intended water heating purpose.
4. The decision to repair or replace any components in the Performance Plus Heat Pump will be entirely at the discretion of technicians authorised by Hot Water Heat Pumps Ltd.
5. After any parts or heat pump replacement, the balance of the original warranty period will remain effective. The replaced parts or heat pump does not have a new warranty.
6. Travelling costs for repairs over one hour's/50km drive from the service agent's designated place of business shall be the owner's responsibility.
7. Equipment must be adequately protected from the elements or damage from other outside sources.

8. Equipment must have adequate access. If the unit is installed in a position that is unsafe and difficult to access, the cost to relocate the Performance Plus Heat Pump shall be the owner's responsibility.
9. The warranty does not cover aesthetic defects such as minor dents, scratches, and minor rust after the installation.
10. The warranty does not cover consequential losses arising from the failure of the Performance Plus Heat Pump.
11. Attention is drawn to providing adequate ventilation to this unit. Failure to observe this requirement could cause air flow restriction which would make this warranty void.
12. Consumables such as sensors, flow switches and capacitors are covered for 24 months.
13. An annual service is required for warranty.
14. Flow switch should be replaced every two years.
15. This warranty service is only applicable to the original owner of the Performance Plus Heat Pump.

## Warranty Exclusions

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

- misuse, neglect, vandalism, accidents, flood, fire or acts of God;
- faulty installation that deviates from the standards and local requirements;
- harsh environmental conditions such as salty, sulphurous and corrosive air;
- hard or corrosive water;
- blockages due to foreign materials such as dust or debris;
- parts that are not supplied by Hot Water Heat Pumps Ltd;
- attempts to repair the Performance Plus Heat Pump by a person not authorised by Hot Water Heat Pumps Ltd;
- faulty plumbing that caused problems such as high-water pressures and blockages;
- faulty electrical supply with bad wiring that caused problems such as voltage fluctuations and power surges;
- external plumbing issues;
- poor maintenance such as blocked pressure relief valves;
- and other issues not directly attributed to defects in the Performance Plus Heat Pump.

The owner will be liable for any repair and replacement costs required by the Performance Plus 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](mailto: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