

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



### Warranty Period

**Starting Time:** This product warranty begins with the date of original installation if the installation is reported to HWHP on the warranty registration form supplied with the product. If no installation date is reported, the length of the warranty will be 25 months from the date of shipment from the factory.

### Warranty Inclusions

**Standard System Componentry:** Compressor, evaporator coil, heat exchanger and refrigeration systems are covered for parts and labour for a period of 24 month **(A)** after installation.

**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. The titanium tube HX warranty is Back-to-Base where delivery to and collection of your titanium tube HX from our premises is your responsibility. HWHP is not liable for any non-factory labour involved in the removal of defective titanium tube 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.*



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



\*For titanium tube within heat exchanger (HX)

### This Warranty shall not apply to:

1. Equipment that is not serviced annually by HWHP or a qualified refrigeration technician.
2. Any defect due to misuse, neglect, negligence or accident; or to any damage caused by flood, fire or act of god.
3. Any defect or stoppage resulting from incorrect voltage or power surge. Electrical installation of electrical equipment must be carried out by a registered electrician and final installation of heatpump must comply with the local electrical supply authority requirements and regulations.
4. Equipment must be adequately protected from the elements or damage from other outside sources.
5. This warranty does not extend to include any components or equipment manufactured or supplied by any other person than HWHP. HWHP is not liable under any warranty expressed or implied unless the good or equipment have been paid for in full.
6. 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.