



**R290 All in one heat pump water heater**

**Warranty – Australia Only**



# WARRANTY – AUSTRALIA ONLY

## 5 YEAR SYSTEM + 2 YEAR LABOUR WARRANTY

German Tech Solar Hot Water Systems warrants the German Tech Heat Pump 200L and 270L models will be free from minor defects and major failures for a period of 5 years from the date of system installation. When proof of installation date is not provided, the start date of the warranty will commence from the system date of manufacture determined by the systems unique serial identifier.

This warranty covers only German Tech Heat Pump systems sold and installed in Australia.

## MINOR DEFECTS

A minor defect is determined by an approved service agent or the German Tech service department and is classified as a repairable non-critical failure of a system part or parts. Owners can claim reimbursement for the following costs associated with a minor defect:

All parts under section 2.2 SCHEMATIC HEAT PUMP will be supplied free of charge for a period of 5 Years from the date of install or manufacture.

All onsite labour costs directly associated with fitting or replacing of listed parts by German Tech approved service agent or German Tech service department will be covered for 2 Years from the date of install when proof of purchase is provided or date of manufacture. When proof of purchase is not supplied then a part only warranty will apply from the date of manufacture at German Tech discretion.

## MAKING A MINOR DEFECTS CLAIM

The following steps should be taken when making a warranty claim with German Tech Solar Hot Water Systems:

1. Owners experiencing issues with their system are to contact German Tech service department directly on 07 5370 6249 during operating hours.
2. If your issue can not be dealt with over the phone, owners will be supplied with details of service agent in their area.
3. Owners will need to contact and deal with service agents directly in relation to the booking in and payments of works related to the service or repair of their system.
4. Owners can claim reimbursement for costs of parts covered under schematic 2.2 SCHEMATIC HEAT PUMP and for onsite labour charges covered if completed by an approved Service Agent or German Tech service department.

To claim reimbursement of costs by completing an Minor Online Claim Document. Owners will need to provide the following documents when making a claim:

- Proof of purchase/installation to validate system age, if not supplied system age will be determined from date of manufacture.
  - Copy of invoice from an German Tech approved service agent or German Tech service department
5. All Service Claim Submissions will be processed and reimbursement on validated claims paid into owner nominated account within 7 business days.

## MAJOR FAILURES

A major failure is classed as a non-repairable critical failure making the system not fit for use defined by either of the following two parameters:

1. The System storage tank will be free from leaks under operating conditions where inlet water pressure does not at any time exceed the rated input of 500kPa and has been proven as being non-corrosive by meeting the following conditions: a PH range of not less than 6 and not more than 8 and a total chloride measure of not more than 250mg per litre of water.
2. The System will provide sufficient performance as to guarantee a heating capacity equal to meet a medium load demand for the climate zone it has been installed in, as outlined in AS/NZS 4692.1:2005., when connected to a continuous power supply.

A major failure can only be validated by an German Tech approved service agent or plumber, or by the German Tech service department. If a major failure is validated an approved agent will need to complete a Major Failure System Report (contact German Tech directly for a copy). Owners will be required to support their warranty claim by providing a Major Failure System Report document which is to be created by one of the approved agents.

## MAKING A MAJOR FAILURE CLAIM

The following steps should be undertaken for making a major failure claim:

1. Owners experiencing issues with their system are to contact German Tech service department directly on 07 5370 6249 during operating hours.
2. If your issue cannot be dealt with over the phone, owners will be supplied with details of service agent in their area.
3. Owners will need to contact and deal with service agents directly in relation to the booking in and payments of works related to the service or repair of their system.
4. If an attending German Tech approved service agent determines that the system has a non-repairable fault resulting in a Major Failure they will generate a Major Failure System Report and submit to owner along with a copy of their invoice for attending the job.
5. Owners must submit the following documents in order to validate a Major Failure Claim:
  - Major Failure System Report completed by approved German Tech Service Agent
  - An original purchase invoices or installation invoice to prove ownership and to determine that the system has not been relocated or altered from the original install.
6. A Major Failure can only be claimed for a period of 5 Years from the date of system install. Owners who can support their claim of a Major Failure within 5 Years of the date of install, will be supplied with a free system of equal or similar tank and heating capacity, depending on models available at time of claim. German Tech will be assigned any and all Government subsidies that maybe available to them at the time of the supply of a free system. Owners will assist German Tech with claims to such subsidies.

The replacement system will be made available for collection from the closet German Tech Warehouse or distributor to the owner's address. Any associated cost for shipping and or delivery of the free replacement system from said warehouse and or distributor will be at the owner's expense and therefore are not covered under the warranty terms and conditions. This includes any costs required to locate the system into the installation location.

The owner is responsible for any and all costs associated with the installation of the replacement system by a licensed tradesman of their choosing.

If a free replacement system is supplied in the event of a Major Failure Claim, any and all warranties will be determined based on the date of the original system as prescribed in the Major Failure System Report and not the date of the replacement system. For purpose of future warranty claims the replacement system will be prescribed the same serial number as the original system. All warranty claims made against the replacement system will be treated without prejudice up to 5 Years from the date of the original system installation determined by either proof of purchase, or Major Failure System Report, and failing the supply of these documents the original date of manufacture.

## WARRANTY EXCLUSIONS

This warranty does not cover any costs associated with the failure or damage of the German Tech Heat Pump system under the following circumstances:

- Any failure of listed parts or complete system where the systems has not been installed in compliance with installation instruction as outlined in the German Tech HEAT PUMP Installation and User Guide Document and all statutory and local requirements of the state in which the water heater is installed.
- Any damage to system components that are aesthetic in nature and do not impact on the system performance or ability to provide hot water. These include but are not limited to: corrosion that does not effect structural integrity (e.g. tea staining), dents or other visual defects.
- Damage to parts due to miss handling of system in transport or during installation.
- Accidental damage including: Acts of God, misuse use of system, repairs to system not completed by approved German Tech service agent. or German Tech service department.
- Any failure of parts where electrical supply currents and voltages have exceeded the specified 240V supply by more than a 10% variance.
- Any failure of parts due to noise in the electrical supply.
- Any failure of parts not outlined in section 2.2 SCHEMATIC GERMAN TECH HEAT PUMP. of this document including any parts supplied and installed during the installation of system.
- Any associated plumbing parts including the PTR Valve, which is covered by third party suppliers, have a one-year warranty (parts warranty only).
- Failure of the German Tech HEAT PUMP system or any associated parts as a result of damaged from insects or animals. • Installations where the pipe work has been connected directly to the condensate drain elbow, without a sufficient air gap.
- Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the system 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.

## NON-RESIDENTIAL WARRANTY

Where the German Tech HEAT PUMP has been installed in any capacity not related to the supply of potable hot water at a temperature not in excess of 70°C, the installation will be deemed as non-residential and all warranties are void.

## COMMERCIAL WARRANTY

The German Tech HEAT PUMP has been rated to meet a medium load delivery per AS/NZS 4692.1:2005 across all five climate zones. Where the average daily hot water demand made on a single German Tech HEAT PUMP system is shown to be 150% or above medium load demand for the climate zone in which it has been installed as

outlined in AS/NZS 4692.1:2005. the system will be classed as a commercial installation and therefore void all warranties. ^ ^

## INSTALLATION ON A CIRCULATING RING

The German Tech HEAT PUMP is designed to operate with an independent cold-water feed. Installing the system on a circulating feed, where hot water will be re-entering the system, will void all warranties. This includes manifolding multiple systems as a single installation.

## SUPPLIED VAVLES

The supplied valves have a warranty period of 1 years from the date of installation as per AVG's warranty terms and conditions.

## WARRANTY DETAILS

### CUSTOMER'S DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### SYSTEM DETAILS

Model: HEAT PUMP \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installation Date: \_\_\_\_\_

Scope of works: 

<input type="checkbox"/>	New home	<input type="checkbox"/>	Replacement HWS
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### INSTALLER'S DETAILS

Name: \_\_\_\_\_

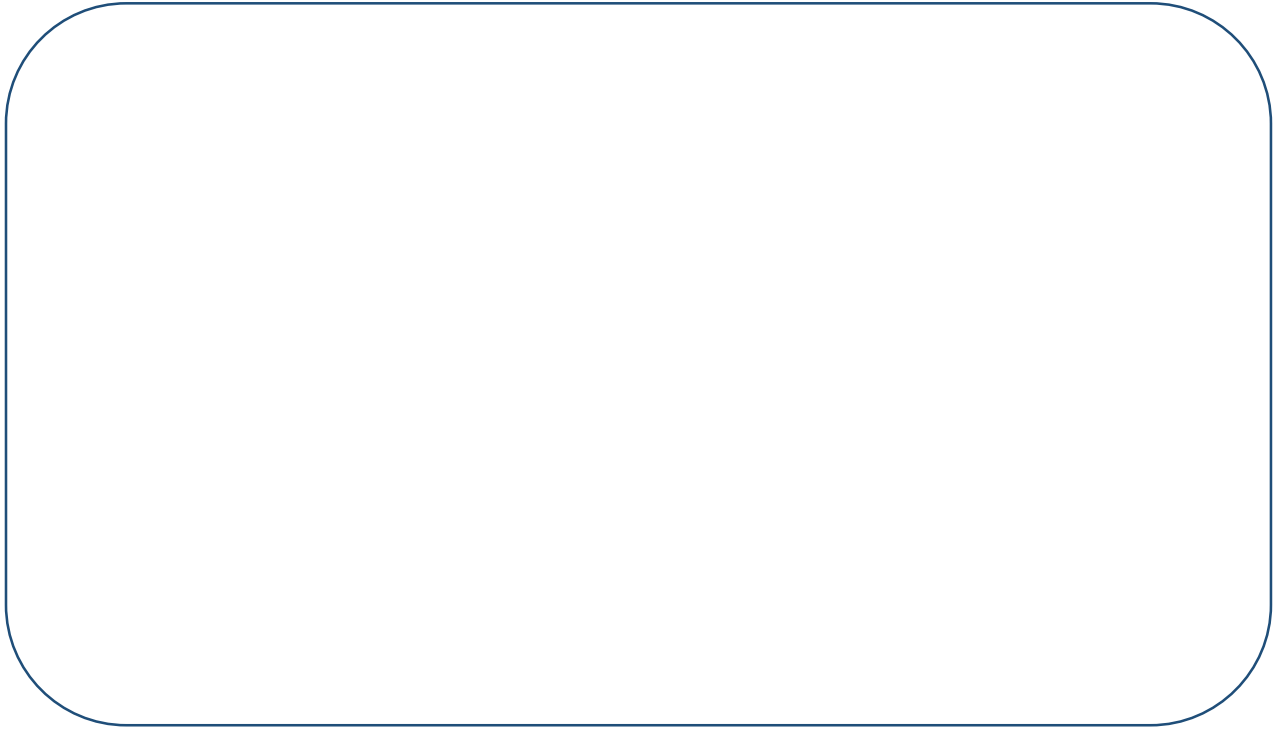
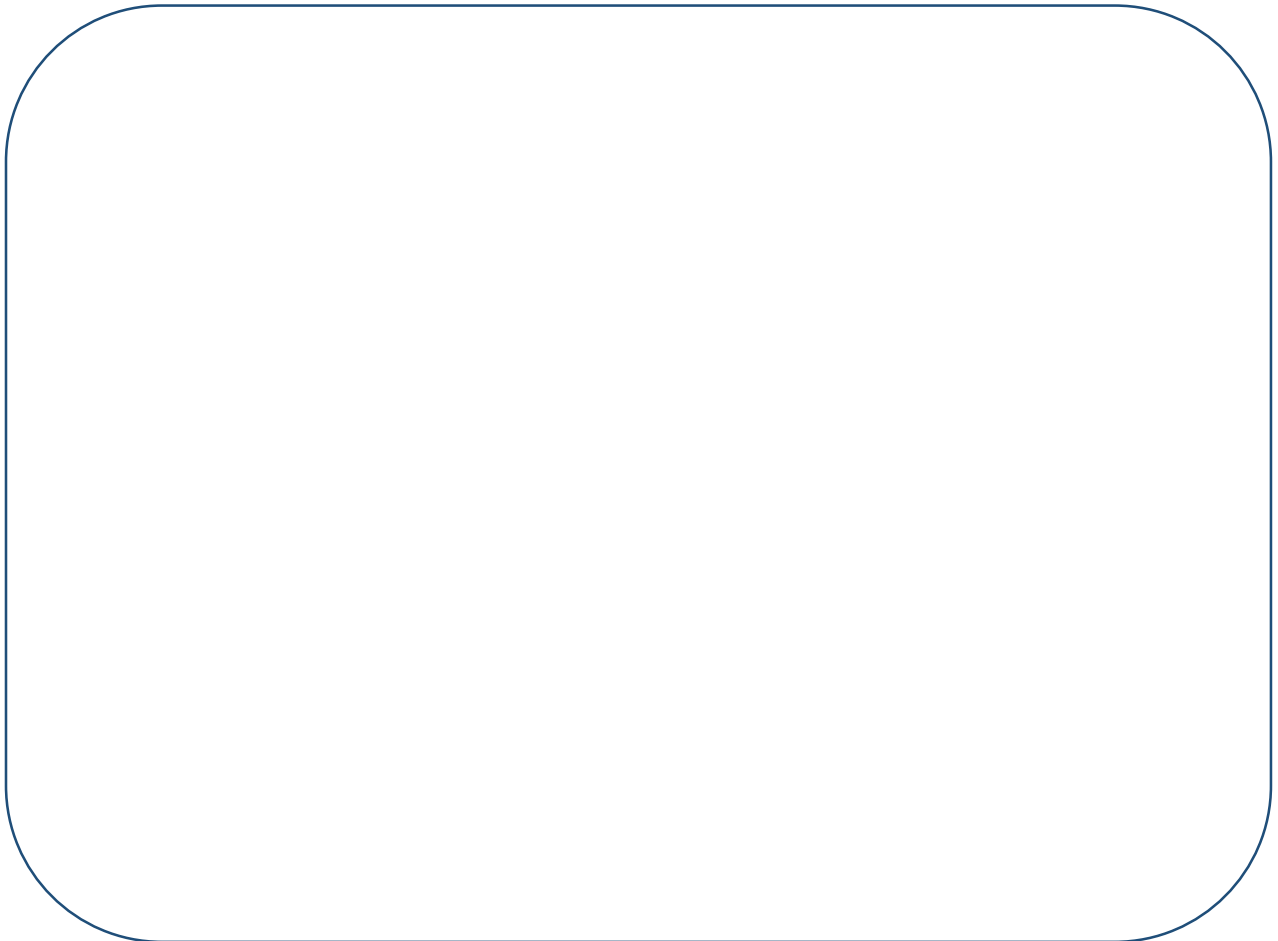
Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

License Number: \_\_\_\_\_

## NOTES

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