**WARRANTY**

**Our product range comes with a limited 3-year warranty covering any component failure or defective workmanship from the installation date a further 5 years on the compressor and 15 years on the titanium components in the heat exchanger.**

**GENERAL**

1.1 This warranty is provided by Austek pool heaters Pty Ltd.
1.2 For the purposes of this document, the Austek heat pump swimming pool heater is referred to as the "unit."
1.3 Austek offers a trained and qualified national service network to repair or replace components at the location of the heat pump, subject to the terms of this warranty. Austek Service can also provide preventative maintenance and operational advice; however, it cannot give site-specific advice and would be recommended to speak to the original installer or dealer.
1.4 For more details about this warranty, please visit www.Austekpoolheaters.com.au
1.5 If a subsequent version of this warranty is published, the terms of that warranty will apply to units manufactured after the date specified in the subsequent version. 1.6 The application of this warranty is contingent upon payment for the unit being made in accordance with the Company's Standard Terms and Conditions.

1. **TERMS OF THE AUSTEK WARRANTY AND EXCLUSIONS**

2.1 The warranty period commences from the end user's date of purchase. 2.2 The decision to repair or replace a faulty component is at Austek's sole discretion.
2.3 If you require a call-out and the fault is not covered by the Austek warranty, you are responsible for our standard call-out charge. If you wish to have the relevant component repaired or replaced by Austek, that service will be at your cost.
2.4 Where a failed component is replaced under this warranty, the balance of the original warranty period remains effective. The replacement does not carry a new Austek warranty.
2.5 If the unit is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, will be the owner's responsibility. This includes the cost of dismantling or removing cupboards, doors, or walls, and any special equipment to bring the pool heater to floor or ground level or to a serviceable position.

2.6 This warranty only applies to the original and genuine Austek unit in its original installed location and any genuine Austek replacement parts.

2.7 The Austek warranty does not cover faults resulting from:

a) Accidental damage to the unit or any component (e.g., acts of God such as floods, storms, fires, lightning strikes, and third-party acts or omissions). b) Misuse or abnormal use of the unit.

c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory where the unit is installed.

d) Connection of the unit in any way that does not comply with the guidelines outlined in the Owner's Guide and Installation Instructions.

e) Repairs, attempts to repair, or modifications to the unit by anyone other than Austek Service or an Austek Accredited Service Agent. f) Faulty plumbing or faulty power supply.

g) Failure to maintain the unit in accordance with the Owner's Guide and Installation Instructions.

h) Transport damage where freight is arranged by others.

i) Fair wear and tear from adverse conditions (e.g., corrosion).

j) Cosmetic defects.

2.8 Subject to any statutory provisions to the contrary, this warranty excludes all claims for damage to furniture, carpet, walls, foundations, or any other consequential loss either directly or indirectly due to leakage from the unit, or from fittings and/or pipe work of metal, plastic, or other materials caused by water temperature, workmanship, or other modes of failure.

2.9 This warranty is void if the unit is installed by an installer not approved by Austek or by persons who are not qualified to do so in the opinion of Austek.

2.10 The warranty on the unit's internal heat exchanger covers failure due to water imbalance. It does not cover failure caused by hydraulic damage, such as excess pressure. The extended parts warranty covers the cost of a replacement heat exchanger but excludes labour or associated costs or the cost of any subsequent damage.

2.11 This warranty does not cover the replacement or replenishment of refrigerant within the unit.

2.12 It is a condition of this warranty that the customer has correctly and precisely stipulated the capacity and performance required of the System and the conditions under which the System shall operate. Any performance figures given in the Quotation or mentioned or referred to before the contract are expectations based on tests but are not guaranteed. All such performance figures, whether analytical or financial, are estimates only, and the customer must independently satisfy themselves of their accuracy and completeness. Failure to perform as specified should be notified to us in writing, and we shall be given every reasonable opportunity to investigate the cause of the failure and recommend remedial action. If it is clearly established that the fault is due to an error in

calculation by us or failure by our employees to carry out instructions, we will rectify the fault at no cost to the customer within a reasonable time period.

2.13 This warranty does not cover damage to the unit or its components caused by the entry, presence or activity of animals, insects, reptiles, rodents or other foreign objects, including damage to electrical components or circuit boards caused by short circuits, contamination, nesting, chewing or obstruction.

3. **WHAT IS COVERED BY THE AUSTEK WARRANTY**

3.1 Austek will repair or replace a faulty component of your unit if it fails to operate in accordance with its specifications in the opinion of Austek.

4. **ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY**

4.1 To make a claim under this warranty, you need to:

a) Be the owner of the unit or have the consent of the owner to act on their behalf.

b) Contact Austek Service without undue delay after detection of the defect and within the applicable warranty period.

4.2 You are not entitled to make a claim under this warranty if your unit:

a) Does not have its original serial numbers or rating labels.

b) Is not installed in Australia.

5. **HOW TO MAKE A CLAIM UNDER THIS WARRANTY**

5.1 To make a claim under this warranty:

a) Contact Austek at info@austekpoolheaters.com.au and provide the owner's details, the address of the unit, a contact number, and the date of installation of the heater, or if that's unavailable, the date of manufacture, model, and serial number (from the rating label on the heater).

b) Austek will arrange for the heater to be tested and assessed on-site.

c) If Austek determines that you have a valid warranty claim, Austek will repair or replace the heater in accordance with this warranty.

5.2 Any expenses incurred in making a claim under this warranty will be borne by you.

6. **THE AUSTRALIAN CONSUMER LAW**

6.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

6.2 The Austek warranty is in addition to any rights and remedies that you may have under the Australian Consumer Law. **Making a Claim**

The following steps should be taken when making a warranty claim with Austek Pty Ltd.

1. Owners experiencing issues with their system are to contact Austek Pty Ltd service department's online portal and provide the requested information.
2. A service agent will review the provided information and will contact you on the provided phone number to try and solve the issue.
3. If the issue cannot be dealt with over the phone, owners will be supplied with details of a service agent in their area.
4. Owners will need to contact and deal with service agents directly in relation to the booking and payments for works related to the service or repair of their Austek Pool Heat Pump.
5. Owners can claim reimbursement for costs of works covered under the product warranty when completed by an approved Austek Service Agent. When making a claim, owners will need to provide the following documents: ○ Proof that you are the original system owner – original invoice showing owner name and property address ○ Copy of the invoice from an approved Austek-approved service agent
    - For a major defect, a copy of the report for major defects from an approved Austek Service Agent

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Please complete all the details below from the installer and store this card along with the purchase docket in a safe place.
Please take 2 or 3 photos of the installation and with this information and send them to info@austekpoolheaters.com.au

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**Installation Details**

- Make
- Model
- Serial
- Commissioning
- By-pass valve fitted?
- Temperature difference
- Notes
- Supplied by

- Date of Purchase
- Installed by
- Installer No (if applicable)
- Date of Install
- Owner's full name
- Address of Premises
- Telephone number