

HP4000LT Heat Pump Water Heater

Warranty Information from 2022

Thank you for choosing to purchase a quality Econergy® heat pump water heater.



RESIDENTIAL WARRANTY:

Econergy has a limited 6 year residential warranty on parts which operates concurrently with the 6 year performance guarantee 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.

The sealed refrigeration system including the compressor, and the expansion device have a SIX year parts warranty, including the water system, and electronics.

The comprehensive labour warranty is for 3 years.

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

Hot Water Heat Pumps Ltd, PO Box 21 586, Henderson, Auckland 0650
or email: info@waterheating.co.nz

2 YEAR COMMERCIAL WARRANTY:

Econergy has a comprehensive 2 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.

WARRANTY SERVICE EXCEPTIONS:

- a) Travelling costs for repairs in excess of one hour's drive from the service agent's designated place of business.
- b) Consequential loss arising from failure of the product.
- c) Additional cost of access to the unit, where it has been installed in an unusual location.
- d) Vandalism, accident or Acts of God.

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

THIS WARRANTY DOES NOT APPLY TO:

- a) Defects or failures due to incorrect or faulty installation. Please read the installation instructions in the Installation manual and ensure these are followed.
- b) Defects or failure of the heat exchanger caused by hard or corrosive water.
- c) 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.
- d) Damage to equipment caused by accessory or component used that is not specified by Econergy®.
- e) Inadequate electrical supply, voltage fluctuations, incorrect external wiring.
- f) The product has been relocated to another property.