

## **ENEFT HEAT PUMP MANUFACTURER'S WARRANTY**

The warranty offered by Eneft pertains specifically to heat pumps installed in individual residential homes and is exclusively applicable to consumers as defined by the Australian Consumer Law. This warranty comes into effect starting from the date of installation of the heat pump. Eneft reserves the right to validate this date by requesting a copy of the mandatory compliance certificate, which accompanies the installation process and is required in all Australian states and territories.

### **Registration of Warranty by Consumer is Required**

To be eligible to make a claim under this warranty, consumers must complete all details in the Installation Report & Warranty Registration form provided with the heat pump within 6 weeks of installation and send it to the address shown on the form.

For all warranty issues please call Eneft on: Tel: 18000 36338 or Email: [info@eneft.com.au](mailto:info@eneft.com.au)

Provide full product owner's contact details: name of owner, address of installation site, contact number(s), proof of original installation date or if not available, the date of manufacturing and serial number from the rating label, where applicable for heat pump hot water system and tanks.

Please supply a photo of the serial number as well as the faulty parts.

### **Production Registration**

In order to register your system for warranty purposes, please complete the details of your purchase(below form).

Email - [info@eneft.com.au](mailto:info@eneft.com.au)

### **Process for Making a Warranty Claim**

Upon discovering a suspected defect, consumers should immediately report the suspected defect:

- To the installer or supplier, if the suspected defect arises as a result of the installation of the heat pump or relates to any components not covered by this warranty.
- To Eneft on the phone number below during the relevant warranty period, if the suspected defect relates to any components covered by this warranty.

### **Duration of Warranty Coverage(Without Solar Victoria Rebates)**

Eneft provides a warranty for specific components of the heat pump, ensuring that they will remain defect-free for designated periods starting from the installation date:

Storage Tank: 6 years

Compressor: 3 years

Heat Pump Parts: 2 years( evaporator, condenser, expansion valve, any other component that has refrigerant, water heat exchanger, controller, thermostat, and valves)

Please note that Eneft does not offer any warranty for components not supplied by them, such as tempering valves and cold water valve assemblies used by installers.

Subject to the conditions and exclusions outlined in this warranty, Eneft will bear the cost of repairing or replacing any faulty heat pump component covered by this warranty. Once the consumer reports a defect to Eneft, the company will promptly take necessary action to address the issue.

### **Duration of Warranty Coverage(Solar Victoria Rebates)**

Consumers purchasing the product under the Solar Victoria Program are provided with a 5 year warranty for Heat pump major components: Storage tank, compressor, evaporator, condenser, expansion valve, any other component that has refrigerant, water heat exchanger, controller, thermostat, and valves. The systems must be serviced as per the manufacturer's guidelines to maintain warranty.

### **Specific exclusions**

Eneft's liability under this warranty is limited as follows:

1. The warranty does not cover instances where any heat pump component has been installed, repaired, repositioned, or modified by an unqualified person, not approved by Eneft, in accordance with Eneft's installation and maintenance instructions and relevant local and statutory requirements.
2. Eneft is not liable for any loss or damage caused by a fault or defect in the installation of the heat pump.
3. If corrosion occurs due to the failure to change the anode as specified in the owner's manual, Eneft cannot be held responsible.
4. In areas where mains pressure is likely to exceed 0.65MPa, if a cold water expansion valve, check valve, and strainer are not installed, Eneft does not accept liability. Eneft is also not liable for any damage resulting from accidents, acts of God, or circumstances beyond its control.
5. If the inner cylinder collapses due to incorrect filling or commissioning procedures, Eneft is not responsible.
6. Eneft is not liable for components not supplied by them but used in the installation of Eneft heat pump water heaters, such as tempering valves and cold water valve assemblies.
7. Eneft does not accept liability for extended or implied warranties not formally provided by them.
8. Eneft is not responsible for external labor or equipment costs (e.g., cranes and lifting devices) required for repairs.
9. Costs incurred for rectifying faults not directly attributed to the Eneft heat pump water heater, including perceived faults, are not covered by the warranty.
10. Eneft is not liable for travel costs of service agents that exceed a distance of 30 kilometers.
11. Eneft excludes liability for any consequential loss or damage arising from defects that can be lawfully excluded.
12. The warranty does not cover any issues not directly attributable to defects in components supplied by Eneft, including damage caused by incorrect commissioning, leakage from valves not supplied by Eneft, leakage from the pressure temperature relief valve exceeding specified limits, water hammer, external rust on the storage tank, insufficient hot water due to various reasons outlined in the warranty, and insufficient water flow caused by debris accumulation in the water strainer.

### **Important note**

This warranty provides additional benefits to consumers and does not diminish any other rights and remedies they may have under the law regarding the goods or services covered by the warranty. Eneft's products are subject to guarantees that cannot be excluded under the Australian Consumer Law. In the event of a major failure, consumers have the right to a replacement or refund, as well as compensation for any other foreseeable loss or damage. If the goods fail to meet acceptable quality standards without constituting a major failure, consumers are entitled to have them repaired or replaced.

**Warranty - Production Registration Form**

Please fill in and send the form via post or email.  
Keep a copy for your records

Your name: \_\_\_\_\_

Your mailing address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

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

Mobile: \_\_\_\_\_

Product Details/ Model No: \_\_\_\_\_

Heat Pump Serial Number: \_\_\_\_\_

Hot Water Tank Serial Number: \_\_\_\_\_

Date of Purchase/Installation: \_\_\_\_\_ / \_\_\_\_\_ / 20 \_\_\_\_\_

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