

Brand Name: ENEFT

Business Address: 260 Princes Hwy, Werribee VIC 3030

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 the Support Team on Tel: 1800036338 or email: support@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 (form on page 5).

Email: support@eneft.com.au

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.

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

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: **5 years (standard warranty) + additional 3* years (promotional warranty)**
- Major Parts: **5 years** (incl: compressor, evaporator, condenser, expansion valve, any other component that has refrigerant, water heat exchanger, controller, thermostat, and valves)

Only valid for ENEFT heat pumps supplied and sold from 1st February 2025. An optional extended warranty is available for purchase, with prices of up to \$650 depending on the coverage selected. Terms and conditions apply.

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.

PLEASE NOTE: Consumers purchasing the product under the Solar Victoria Program and Victorian Energy Upgrades 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.

Terms and Conditions

1. All ENEFT heat pump installations must be carried out by a certified installer.
2. The system must be installed, commissioned, maintained, and (if applicable) removed in strict accordance with ENEFT installation instructions and all relevant local, state, and national regulations.
3. Claims must be reported to ENEFT promptly upon discovery of a defect. The product must still be within the applicable warranty period as outlined in the warranty terms.
4. Warranty coverage begins from the date of installation and full payment of the product. ENEFT reserves the right to request proof of purchase and a certificate of compliance (which must be issued by the installer in accordance with legal requirements) to confirm the installation date.

5. Before any inspection, service, repair, or replacement under this warranty can take place:
 - Authorisation must be obtained from ENEFT; and
 - Proof of purchase and the installation certificate of compliance must be submitted.
6. The product must be used and maintained in line with the ENEFT operating instructions. Failure to do so may void the warranty.
7. This warranty covers the ENEFT heat pump water heater system and any genuine ENEFT replacement parts. It does not cover non-integrated plumbing or electrical components provided by the installer, including but not limited to: pressure or flow regulation valves, tempering valves, check valves, electrical switches, or fuses.
8. To the extent permitted by law, ENEFT shall not be held liable for any indirect, incidental, or consequential loss or damage arising from a breach of this warranty. This includes, but is not limited to, damage to buildings, ceilings, roofs, walls, floors, foundations, gardens, fixtures, personal belongings, or household contents. ENEFT is also not responsible for inconvenience, disruption, or other associated costs resulting from the operation or failure of the heat pump or any related components, including issues such as leaks.
9. In the event that a faulty component or unit is replaced under warranty, the replacement part or system will be covered under the remaining duration of the original warranty. A new warranty period does not apply to the replacement.
10. ENEFT reserves the right to request the return of the installed product to the factory for further inspection and assessment, if deemed necessary for warranty evaluation.
11. If the Heat Pump Water Heater System is not installed in accordance with the manufacturer's installation instructions or is located in a position that, in the opinion of the attending technician, does not allow for safe and reasonable access, service may be declined at their discretion. Any costs associated with gaining safe access to the system - including expenses for additional materials, equipment, or safety measures - will be the responsibility of the customer.
12. The Heat Pump Water Heater System must be appropriately sized to meet household hot water demand, in line with the specifications and recommendations provided in the product literature. Incorrect system sizing may affect performance and could void warranty coverage.

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: _____

Hot Water Tank Serial Number: _____

Date of Purchase/Installation: ____/____/____

Suppliers Name: _____

Signature: _____

Contact details:



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Email: support@eneft.com.au

Website: eneft.com.au