



EVO270 HOT WATER HEAT PUMP WARRANTY

- 1. The tank is guaranteed for a period of five (5) years** from the date of purchase when installed in a domestic premises and in accordance with the instruction manual.
- 2. The compressor is guaranteed for two (2) years** from the date of purchase.
- 3. All other parts are guaranteed for two (2) years** from the date of purchase
- 4. This warranty covers all labour for twelve (12) months** from the date of purchase

Note: no warranty is given in relation to components not supplied with the EVO270, for example tempering valves and cold water valve assemblies used by the installer.

How to make a claim under warranty:

EvoHeat have a comprehensive network of authorised specialist service agents. If warranty service is required you should:

- a. contact EvoHeat on 1300 859 933, info@evoheat.com.au or via our 'Contact Us' page on our web site at www.evoheat.com.au/contactus
- b. provide a copy of your receipt as proof of purchase
- c. have completed the online warranty registration

To successfully make a claim, EvoHeat must be advised of the serial number. Failure to advise the serial number, may delay the service request and or prevent the service request from being processed.

EvoHeat encourage customers to complete their warranty details online at the time of purchase at <https://evoheat.com.au/warranty-registration> to ensure efficient warranty claim processing.

Note: service call outs outside of normal business hours and metro areas may incur an additional call out fee.

Specific exclusions:

This warranty excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, incompetent or incorrect installation, any fault not attributable to faulty manufacture or parts, any modifications which affect the reliability or performance of the unit.

This warranty does not cover the following:

- Natural disasters (hail, lightning, flood etc)
- Rust or damage to paintwork
- When the unit is installed by an unqualified person/technician
- When serviced by an unauthorized person/ technician without the permission of EvoHeat
- Where the unit is incorrectly installed
- When the failure occurs due to improper or faulty installation
- Failure due to improper maintenance (refer to manual)
- 'No fault found' service calls where the perceived problem is explained in the manual
- Costs associated with delivery, handling, freighting, or damage to the product in transit.

Disclaimer: details outlined in this warranty and additional to all other conditions, warranties, rights and remedies expressed or implied by the Trade Practices Act 1974 and similar consumer protection provisions contained in legislation of the States and Territories and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.