

AUSTRALIAN ENERGY SYSTEMS

HEAT PUMP

WARRANTY:

Australian Energy Systems Pty Ltd ACN: 085 168 403 (“AES”) warrants that the AES HEAT PUMP is fit for purpose and of merchantable quality.

AES warrants the system components for the following periods:

<u>YEARS</u>	<u>COMPONENT</u>
10 Years	Titanium Heat Exchanger
6 Years	Compressor
2 years	PC Board, Flow Sensor, Fan Motor, Control Panel, Evaporator Coil
1 year	Labour

Pump and controller Manufacturer supplied return to base warranty

AES will provide for the repair of any faulty product during the term of the warranty, subject to the “General Exclusions”. Please note that all equipment warranties are back-to-base. Should a site callout be necessary a callout fee may will be charged, in accordance with current service fees. The decision of whether to repair or replace a faulty component is at AES’s sole discretion.

All warranty periods commence from initial installation or after 3 months from sale, whichever is the earlier. Where a failed component is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement component does not carry a new AES warranty.

The manufacturer under its terms and conditions separately warrants any pump or controller installed on the system on a return to base condition.

PRODUCT CARE AND MAINTENANCE

To ensure the longevity of the heating system, your pool and the system must be correctly maintained, including regular inspection to ensure any leaks experienced can be attended to promptly, prior to further damage occurring. AES is not responsible for the cost or the provision of maintenance.

It is recommended that an annual service is carried out by an authorized AES qualified tradesman to ensure that the system is operating efficiently.

Some general service calls may be required within the warranty period. AES will charge a fee for general service calls. General Service calls include:

Please note: Any call-outs to site whether deemed ‘warranty’ or ‘non warranty’ will incur an attendance fee. All equipment warranties are back-to-base.

GENERAL EXCLUSIONS

AES is not liable for the replacement or the repair cost or any consequential loss or damage caused by the following:

- Animals, birds, or falling debris.
- Events beyond normal working conditions, including fire and extreme weather. (AES recommends insurance inquiries with respect to such events).
- Faulty plumbing or faulty power supply.
- Damage caused by non-AES authorized contractors. WARNING: The system must be installed in accordance with set procedures. Set procedures must also be followed during any subsequent moving, major repairs, or storage of the system (including the pump) to avoid damage.
- Pool water not being maintained at chemical conditions complying with the relevant Australian Standards regarding pool water quality. WARNING: Excessive chlorine levels can damage system components.
- The warranty is not applicable if failure is caused due to hydraulic damage, such as excess pressure.
- This warranty does not cover the replacement or replenish of refrigerant within the unit.
- Any form of misuse, neglect, accident, or event beyond of the control of AES.

The provision of free or pro-rata installation costs under this warranty is limited to systems installed in the Greater Metropolitan areas, (Capital Cities). Warrantable repairs that require a site visit (i.e.; not return to base components) will incur site attendance charges. Parts and labour included under warranty where applied.

On no account, whatsoever shall AES be responsible for additional loss, damage or corrosion to other components or property due to leakage from the suitor pipe work associated with the installation or heat damage caused by water temperature or other modes of failure.

Apart from the warranties which are provided herein, or which are implied by statute and cannot be excluded, all other warranties express or implied and whether arising by virtue of statute or otherwise are hereby excluded.

The terms of this warranty are between AES, its successors and assigns, and the customer. The benefits of this Warranty are not transferable to the customer's assigns.

CLAIMS

Any warranty claim should be made in writing to AES, using the contact information listed below, with a clear photograph of the unit serial number and the original purchase invoice attached. If the product has failed for a reason listed in the General Exclusions, the customer will be charged the reasonable costs incurred by AES in testing and establishing product failure.

Contact Information:

Australian Energy Systems
17/6 Maunder Street
Slacks Creek Qld 4127
Australia

Service Number: 1800 243 887
Email: reception@poolheating.com.au