



## **Warranty Policy**

### ***Warranty Conditions***

1. The Sanden Heat Pump Water Heater System must be installed in accordance with the installation instructions supplied with the Heat Pump Water Heater System, and in accordance with all relevant statutory/local requirements of the state/province/municipality in which the water heater is installed.
2. Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Heat Pump Water Heater System does not carry a new warranty.
3. Where the Heat Pump Water Heater System is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.
4. The warranty only applies to the Heat Pump Water Heater System and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Heat Pump Water Heater System. Such parts would include pressure regulating valve, isolation valves, check valves, electrical switches, pumps or fuses.
5. The Heat Pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the Sanden Heat Pump Water Heater System literature.

### ***Warranty Exclusions***

1. Repair and replacement work will be carried out as set out in the Sanden Heat Pump Water Heater System warranty. However the following exclusions may void the warranty and may incur additional service charges and/or cost of parts:
2. Accidental damage to the Heat Pump Water Heater System or any component, including: Acts of God, failure due to misuse, incorrect installation, attempts to repair the water heater other than by a Sanden accredited service agent or the Sanden service department.
3. Where it is found there is nothing wrong with the Heat Pump Water Heater System; where the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high water pressure; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the Heat Pump Water Heater System or its components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant codes or acts.
4. Where the Heat Pump Water Heater System or its component has failed directly or indirectly as a result of excessive water pressure.
5. Overflow vent drain has not been installed or blocked or corroded

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6. Where the Heat Pump has rusted as a result of a corrosive atmosphere
7. Where the unit fails to operate or fails as a result of ice formation in the piping to or from the Heat Pump Water Heater System.
8. Where the Heat Pump Water Heater System is located in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position.
9. Repair and/or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level when the water heater has been connected to a scaling or corrosive water supply or a water supply with a high chloride or low PH level as outlined in the Owner's Guide and Installation Manual.
10. Warranty service is provided to the original owner of the equipment only.  
Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the Heat Pump Water Heater System, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, poor Workmanship or other modes of failure.
11. Internet purchase  
Any Sanden parts that are purchased on the internet are not eligible for the warranty term. The parts must be purchased through Sanden certified distributors/contractors.

## Warranty period

Subject to the Warranty Conditions and Exclusions stated above, your Sanden Heat Pump Water Heater System is warranted in a Residential application as follows:

**Heat pump unit –** Sanden warrants all parts & labor on the SANCO<sub>2</sub> system for a period of 3 years from date of installation and a further 7 years on Parts only excluding shipping costs. Labor costs are paid directly to the servicing contractor per the payment cost schedule published by Sanden and revised from time to time at Sanden's requirement.

**Tank unit –** Sanden warrants that the tank will be free from defects for 10 years at 100% replacement, and for a further 5 years under a pro-rated scale, culminating in warranty end after Fifteen years from date of installation

Should date of installation not be available Sanden will set date of installation as 90 Days from unit shipment to customer.

