

Who gives the warranty

1. The warranty is given by Arden Heat Pumps Pty Ltd (A.B.N. 50 667 827 278) of 10 Frankston Gardens Drive, Carrum Downs Victoria 3201 ("we", "us" or "our").

The warranty

2. This warranty applies to ARDEN HEAT PUMPS Air Source Hydronic Heat Pumps – Models

ARDEN EVI DC R32 | 6.0kW, ARDEN EVI DC R32 | 9.5kW, ARDEN EVI DC R32 | 13.9kW, ARDEN EVI DC R32 | 16.9kW, ARDEN EVI DC R32 | 24.3kW, ARDEN DC R290 | 8.50kW, ARDEN DC R290 | 13.00kW, ARDEN DC R290 | 18.90kW & ARDEN DC R290 | 50.00kW

3. Subject to the warranty exclusions we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications during the warranty period.

4. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.

5. The warranty period commences on the date of completion of the installation of the unit. Where the date of completion of installation is more than 2 months after the date of purchase, the date of purchase will be used as the start date for the warranty.

6. The warranty period for a unit used for domestic purposes is shown in the table below. Domestic purposes means that the unit is used in a domestic dwelling.

Component	Warranty period
Heat Pump Parts (excluding casing)	5 years from the date of completion of installation of the unit*
Labour	2 years from the date of completion of installation of the unit*

7. The warranty period for a unit used for commercial purposes is shown in the table below. Commercial purposes means that the unit is used for a non-domestic purpose and includes but not limited to being used in a motel, hotel, mining camp or nursing home.

Component	Warranty period
Heat Pump Parts	2 years from the date of completion of installation of the unit*
Labour	1 years from the date of completion of installation of the unit*

Your entitlement to make a warranty claim

8. You are entitled to make a warranty claim if:

- 8.1. you own the unit or if you have the owner's consent to represent the owner of the unit;
- 8.2. you contact us within a reasonable time of discovering the problem with the unit;
- 8.3. the unit is located at its original address of installation.

How you make a warranty claim

9. To make a warranty claim you must provide us with the following information:

- 9.1. The model and serial number of the unit;
- 9.2. A description of the problem with the unit;
- 9.3. The name, address and contact details (such as phone number and e-mail address) of the owner;
- 9.4. The address where the unit is installed and the location (e.g. left side of house);
- 9.6. The date of purchase of the unit and the name of the seller of the unit;
- 9.7. The date of installation of the unit;
- 9.8. A copy of the certificate(s) of compliance when the unit was installed both plumbing and electrical.

10. The contact details for you to make your warranty claim are:

Name: Arden Heat Pumps Pty Ltd

Address: 10 Frankston Gardens Drive, Carrum Downs Victoria 3201

Telephone: 1300 14 14 55 (7.00 am to 3.00 pm AEST Monday to Friday)

Contact person: Servicing Department Representative

E-mail: admin@ardenheatpumps.com.au

11. We will arrange a suitable time with you to inspect and test the unit.

Warranty exclusions

12. We may reject your warranty claim if:

- 12.1. The unit was not installed by registered and qualified tradespeople and plumbing and electrical certificates of compliance were not issued.
- 12.2. The unit was not installed and commissioned:
 - (a) in Australia;
 - (b) in accordance with the Operating and Installation Guide; and
 - (c) in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.
 - (d) with an adequately sized buffer tank (100ltr or 200ltr system size dependant)
- 12.3. The unit has not been operated or maintained in accordance with the Operating and Installation Guide. Including the addition of a suitable system inhibitor at time of installation and subsequent services (product receipts required).
- 12.4. The unit does not bear its original Serial Number for Rating Label.
- 12.5. The unit was damaged by any or any combination of the following:
 - (a) normal fair wear and tear;
 - (b) connection to an incorrect water supply;

- (c) connection to water from a bore, dam or swimming pool;
- (d) connection to an incorrect power supply;
- (e) connection to faulty equipment, such as damaged valves;
- (f) foreign matter in the water supply, such as sludge or sediment;
- (g) corrosive elements in the water supply;
- (h) accidental damage;
- (i) act of God, including damage by flood, storm, fire, lightning strike and the like;
- (j) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
- (k) ingress of vermin.

12.6. The unit was damaged before it was installed e.g. it was damaged in transit.

12.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.

12.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.

13. We may charge you:

13.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.

13.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Operating and Installation Guide and not readily accessible for inspection.

13.3. for any extra costs of our authorised service technician to make the unit safe for inspection.

14. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.

15. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.

16. If we reject your warranty claim in accordance with clause 12, we may charge you for our authorised service technician's labour costs to inspect and test the unit.

17. In order to properly test the unit we may remove it to another location for testing.

18. The unit has been installed within Distances inland from Australian coastal shorelines as specified in points (a) to (c) and not treated with an approved (as verified by Arden Heat Pumps) corrosion protection to the levels specified. Protection levels are

(a) 1 km -to- 5 km - Std. Coil + Case

Std Coil - PoluAL XT polyurethane-aluminium composite coating: More than 4 x chemical and salt-resistance of standard factory precoated coils for superior protection in urban and/or moderate salinity coastal conditions. Fully seals all coil surfaces from the environment and eliminates the susceptibility of copper-aluminium coils to galvanic corrosion. Allow for 3% capacity reduction. Anti-corrosion coatings alter the surface tension of heat exchanger fins that may affect water drainage from the coil.

Std Case - Polyurethane coating applied over unit casings. Recommended over factory polyester powder coated steel parts susceptible to rust in moderate salinity coastal areas and industrial environments.

(b) 500 m -to- 1 km – high protection

High Coil - Standard Coil Protection reinforced by an undercoat applied to the exterior (air-on) face fins before PoluAL XT topcoat. The additional layer provides a higher degree of protection to the more exposed coil surfaces for outdoor units in high-salinity and/or industrial (external & internal) environments. Allow for 5% capacity reduction.

High Case - Polyurethane coating of casings per standard protection plus additional surfaces are coated and additional coating layers are applied to selected parts for high-salinity locations and heavy industrial conditions.

Mechanical - Polyurethane coating applied to galvanized steel and coated parts in the coil compartment typically including the fan frame, panels, and brackets – recommended for high salinity or heavy industrial environments.

(c) 100 -to- 500 metres – Very high protection

High protection items plus;

PCB Protection - Polyurethane conformal coating of control PCB. Recommended for control electronics failure risk reduction in marine and other high-salinity and industrial environments.

SS316 Casings Screws - Marine-grade SS316 fasteners to external casings to minimise risk of fastener corrosion & seizing and rust stains on casings exterior. (Subject to availability).

Australian Consumer Law

18. 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.

19. The Arden Heat Pumps warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

* The warranty period commences on the date of completion of the installation of the unit as detailed on the relevant certificate of compliance documents (plumbing and electrical). Where the date of completion of installation is more than 2 months after the date of purchase, the date of purchase will be used as the start date for the warranty.