

# Heat Pump Water Heater Manufacturer's Warranty

**Haier**

## Manufacturer's Warranty

When you purchase any new Haier Heat Pump Water Heater (**Product**) for Domestic Use you automatically receive a five-year Manufacturer's Warranty covering parts and labour for servicing.

You also receive an additional 2-year parts only Manufacturer's Warranty on the cylinder. This additional 2-year Manufacturer's Warranty commences on the day following the expiry of the 5-year Manufacturer's Warranty and excludes labour.

When you Purchase any new Product for Commercial Use you automatically receive a one-year Manufacturer's Warranty covering parts and labour for servicing.

### Haier undertakes to:

- Repair or, at its option, replace without cost to the owner either for material or labour any part of the Product, the serial number of which appears on the Product, which is found to be defective within five years of the date of purchase for Domestic Use and One year for Commercial Use.
- Provide a replacement Product where the cylinder in any Product is found to be defective within the additional 2-year Manufacturer's Warranty period for Domestic Use. You will be responsible for any labour costs in removing your old Product and installing the new Product.

### This warranty DOES NOT cover:

- Service calls to which are not related to any defect in the Product. The cost of a service call will be charged if the problem is not found to be a Product fault. For example:
  - Correcting the installation of the product.
  - Instructing you how to use the product.
  - Replacing house fuses or correct house wiring or plumbing.
  - Correcting fault(s) caused by the user.
  - Noise or vibration that is considered normal, e.g. drain/fan sounds, regeneration noises or user warning beeps.

- Correcting damage caused by pests, e.g. rats, cockroaches etc.
- Correcting cosmetic corrosion or discolouration.
- Faults caused by power outages or surges.
- Removing debris from the heat pump module or cleaning the evaporator.
- The Product is undersized for the hot water requirements, considering the size of the home or climate of the install region.
- Correcting damaged caused by water supply that falls outside of the acceptable levels outlined in the Product's Operation and Installation Manual
- Defects caused by factors other than:
  - Domestic or Commercial use as defined below; or
  - Use in accordance with the Product's Operation and Installation Manual.
- Defects to the Product caused by accident, neglect, misuse or Act of God.
- Normal recommended maintenance as set out in the Product's Operation and Installation Manual.
- Faults caused by the dismantling, repair or service of the Product by other than a Haier authorised service technician or the selling dealer.
- Transportation or travelling costs involved in the repair when the product is installed outside the Haier authorised service technician's normal service area.

**Domestic use** means installations where:

- the Product is installed to supply potable heated water to a single domestic dwelling, to the hot water load as set out in the Products Operation and Installation Manual.
- the Product is installed to supply potable heated water to other accommodation types such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement villages or other care institutions provided these:
  - do not supply hot water over 75°C; and/or
  - are not a component in a centralised bulk hot water system, or part of a system that incorporates building flow and return systems.

**Commercial use** means any use other than Domestic Use.

Service under this warranty must be provided by a Haier authorised service technician (refer to the Customer Care section for contact details). Such service shall be provided during normal business hours. This warranty certificate should be shown when making any claim.

This Warranty is an extra benefit and does not affect your legal rights.

### **Product Sold in Australia Only**

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 for 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.

### **How to claim**

To avoid a service charge, please check the following items carefully:

- Controls are properly set.
- The power supply to the Product is switched on.
- The Product is not operating on its Defrost Cycle
- The hot and cold-water connections to the Product are connected correctly, and all valves are open.
- The air flow is not obstructed to or from the Product at either the air inlet or outlet at the top of the Product.

If after checking the above items your Product requires attention, please contact us with a description of the fault and the model and serial number of the Product:

- In Australia contact us via details at <https://www.haierhome.com.au/help-and-support/contact-us>
- In New Zealand contact us via the details at <https://www.haierhome.co.nz/help-and-support/contact-us>

If a service is to be carried out, reasonable access to the Product will be required. If you have any doubts as to the accessibility of your Product, please advise the Haier authorized service technician prior to arrival so that access arrangements can be made.

## Manufacturer's Warranty Registration (Owner's Copy)

We recommend that you register your products online at [haierhome.com.au](http://haierhome.com.au) (Australia) or [haierhome.co.nz](http://haierhome.co.nz) (New Zealand).

For your own records please retain your invoice or home builder documents as proof of purchase as this will be required if warranty repair is required. We also suggest you fill in and retain the detail below, paying particular attention to recording the model and serial numbers of the Product and the details regarding the licensing of your installer.

Unit Model No \_\_\_\_\_

Unit Serial No \_\_\_\_\_

Purchased from \_\_\_\_\_

Invoice No \_\_\_\_\_

Contact Phone No \_\_\_\_\_

Installed by \_\_\_\_\_

License No \_\_\_\_\_

Contact Phone No \_\_\_\_\_

Date of Commissioning \_\_\_\_\_

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haierhome.co.nz

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