

HEAT PUMP WARRANTY

The warranty applies to Ariston heat pumps installed in a single-family dwelling only and is provided only to those acquiring the heat pump as consumers within the meaning of the Australian Consumer Law.

All terms of the warranty are effective from the date of completion of the installation of the heat pump. Chromagen reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance that accompanied the installation prior to commencement of any warranty work. Where the date of completion of installation is not known, the warranty will commence 2 (two) months after the date of manufacture that is stated on the data plate of the appliance. Please note: A compliance certificate is mandatory in all Australian states and territories.

All heat pump components must be installed, commissioned, serviced, repaired and removed in accordance with the Manufacturer's instructions, current laws, local regulations and municipal building codes by persons authorised by local regulations to do so.

1. Warranty terms and period

This warranty only applies to the original and genuine heat pump water heaters under Ariston brand in its original location of installation.

This is a Manufacturer's warranty against manufacturing defects for the specified periods from the date of installation.

Chromagen will repair or replace a faulty component if it fails to operate in accordance with its specifications as follows:

TANK CYLINDER	COMPRESSOR	OTHER COMPONENTS ¹
7 Years <i>(5 Years Labour)</i>	5 Years <i>(5 Years Labour)</i>	3 Years <i>(3 Years Labour)</i>

¹ Other components include electrical components such as user interface, circuit boards, electrical heating elements, sensors, valves, anodes included with the original product.

No warranty is given in relation to components not supplied, including but not limited to tempering valves and cold water valve assemblies used by installers. The decision of whether to repair or replace a faulty product or component is at Chromagen's sole discretion.

Components replaced or repaired under this warranty will carry the balance of the original warranty. Replacement or repair of a individual component does not extend or reset the warranty for the entire product.

All warranty repairs and/or replacements must be carried out using original spare parts and performed by certified technicians appointed by Chromagen Australia, ensuring the highest standards of safety and performance.

If no fault covered by this warranty is found, a standard call-out fee will be charged. Similarly, if any component is repaired or replaced, the cost of any parts used and the labour required will be charged accordingly.

Subject to the conditions and exclusions specified in this warranty, the owner may have the defective heat pump component repaired or replaced under this warranty as soon as reasonably practicable after the defect has been reported.

Warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

2. Entitlement and procedure to make a claim under this warranty

To be entitled to make a claim under this warranty it is necessary to be the owner of the water heater or have consent of the owner to act on their behalf. In the case of detecting a suspected defect and within the applicable warranty period, without undue delay after detection of the defect (i.e. 10-15 days) and you are required to:

- Immediately contact the installer or supplier, if the suspected defect arises as a result of the installation of the heat pump or relates to any components not covered by this warranty;
- Contact Chromagen (see below) during the relevant warranty period, if the suspected defect relates to any components covered by this warranty.

To successfully make a warranty claim, Chromagen must be advised of the heat pump's **original serial number**. Failure to advise serial number may delay the service request and / or prevent the service request from being processed. Any expenses incurred in the making of a claim under this warranty will be borne by the person claiming it.

For efficient processing of making a claim under this warranty, consumers are encouraged to complete all details on the following warranty form and send it to the address indicated on the form. Alternatively, it can be registered via the web address indicated on the form.

Appointments will be scheduled for the earliest availability of an appropriately qualified technician. Chromagen reserves the right to cancel an appointment and to retain an inspection fee should there be reason to believe that the health and safety of our technician cannot be guaranteed.

For warranty purposes, typical business hours are classified as the hours from 8.00AM to 4.00PM Monday to Friday (excluding public holidays).

An 'after hours' service fee will apply to warranty calls made outside of normal business hours.

Any claims under this warranty will not be accepted if the heat pump water heater is installed outside Australia.



Warranty Registration

To register your warranty please ensure to fill out the back of this page.
Cut along dotted line and place in an envelope and address as follows:

Chromagen Australia Pty Ltd
17-23 Redwood Drive, Dingley Village VIC 3172

Or alternatively register your warranty online at www.chromagen.com.au/warranty

3. Specific exclusions

The warranty is subject to an area within a 30 kilometre radius of the Chromagen distributor or branch from where the unit was purchased. Customers outside this area will be subject to any freight costs and any travelling charges incurred by the representative carrying out rectification work.

To the extent permitted by law, Chromagen may not accept liability under this warranty:

1. In the case of improper, incorrect and /or unreasonable use of the water heater and /or where the product has not been operated and maintained in accordance with the manufacturer's instructions;
2. Where the **installation was not in accordance with the manual and installation instructions** or with relevant local and statutory requirements in the State or Territory in which the water heater is installed;
3. If the water heater and /or any component of the water heater has been repaired, repositioned or modified (including attempts to do the described actions) by a person other than an appropriately qualified technician approved by Chromagen in accordance with the products installation and maintenance instructions and relevant local and statutory requirements;
4. **In the case of faulty plumbing and /or faulty power supply;**
5. For fair wear and tear and cosmetic defects not affecting performance and reliability of the product, including possible degradation / damage such as colour change of the plastic parts caused by atmospheric elements, such as but not limited to, UV exposure, hail, salt air;
6. If corrosion has occurred because the anode has not been changed in accordance with the owner's manual;
7. If pressure limiting valve, cold expansion valve, pressure temperature relief valve, check valve and strainer are not fitted and where mains pressure is likely to exceed 500 kPa;
8. If operating the water heater and components when not completely filled with water;
9. For ice formation in the plumbing of the water heater, or related damage, where the electricity supply has failed or been switched off;
10. For any damage as a result of any accident, act of God or environmental conditions including but not limited to excessive moisture, salt air, hail, wind, storms, fires, lightning, floods, infestation by rodents or other vermin as well as third party acts (eg. theft, attempted theft, malicious damage) or omissions;
11. For components not supplied by Chromagen that are used in the installation of Chromagen supplied water heaters eg. Tempering valves, cold water valve assemblies, etc.;
12. For extended or implied warranties not formally provided by Chromagen;
13. For external labour or equipment costs (eg. cranes and lifting devices) required for replacement and /or repairs;
14. For costs incurred for rectifying faults (or perceived faults) not directly attributed to the Chromagen supplied water heater;
15. For travel costs of service agents that exceed 30 kilometres;
16. For all consequential loss or damage arising from defects that can lawfully be excluded;
17. For any other issues not directly attributable to defects in components supplied by Chromagen including:
 - a. **damage caused by incorrect installation and /or commissioning;**
 - b. leakage from valves not supplied by Chromagen;
 - c. leakage from the pressure temperature relief valve where the water pressure and /or temperature exceeds the limits specified in Ariston's installation and maintenance instructions;
 - d. water hammer;
 - e. external rust on the storage tank;
 - f. **noise or vibration that is considered normal**, e.g. drain/fan sounds, regeneration noises or user warning beeps;
 - g. insufficient hot water because:
 - the consumer refuses to use the auxiliary booster;
 - of an incorrectly set or faulty tempering or mixing valve;
 - of faulty or incomplete installation;
 - the water heater is too small for its required purpose; or
 - of blown fuses, "tripped" electrical switches or inadequate household electrical wiring.

Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for consequential damage and /or loss arising directly or indirectly from the product not working (including any cost to access the product).

4. Final notes

The benefits conferred by this warranty are in addition to any other rights and remedies available to the consumer under relative laws in relation to the goods or services to which the warranty relates. Following our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.

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Warranty Registration

Please provide the following details (see reverse side for further instruction):

Customer Details:	Name: _____		
	Installation Address: _____		
	Town /Suburb: _____	State: _____	Postcode: _____
	Telephone: _____	Email: _____	
System Details:	Date of Installation: _____	Installed by: _____	
	Model: _____	S/No: _____	