

Product Warranty | Effective January 2025

HEAT PUMP HOT WATER PRODUCTS (EXCLUSIVE TO PRODUCT INSTALLED UNDER THE VEU AND/OR SOLAR VICTORIA PROGRAMS)



5 YEAR WARRANTY

All warranty periods commence from the final installation date. Images shown are representative only.

This warranty is provided by Chromagen Australia Pty Ltd of 17-23 Redwood Drive Dingley Village 3172 (Head Office).

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.

Chromagen supplied goods must be installed, commissioned, maintained, serviced and repaired in accordance with the manufacturers installation and / or user guides. For legitimate warranty claims, Chromagen Australia will repair or replace the goods free of charge.

Additional costs, including but not limited to labour, travel and/or delivery costs may apply and are not covered by of these warranties.

In such cases, we will notify you of any out of pocket expenses. These warranties are in addition to standard warranties provided by individual manufacturers & other consumer rights applicable under Australian Consumer Law.

To make a warranty claim, please contact Chromagen Australia's service department via our online warranty request (www.chromagen.com.au/warranty) or via phone (1300 367 565).

Specific Exclusions

The above 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 Chromagen representative carrying out rectification work.

An 'after hours' service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as the hours from 8.00AM to 5.00PM Monday to Friday (excluding public holidays).

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

1. If any component of the water heater has been installed, repaired, repositioned or modified by a person other than an appropriately qualified person approved by Chromagen in accordance with Chromagen's installation and maintenance instructions and relevant local and statutory requirements;
2. If corrosion has occurred because the anode has not been changed in accordance with the owner's manual;
3. 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, lightning, floods, infestation by rodents or other vermin;
4. For components not supplied by Chromagen that are used in the installation of Chromagen water heaters eg. Tempering valves, cold water valve assemblies, etc.
5. For extended or implied warranties not formally provided by Chromagen;
6. For external labour or equipment costs (eg. Cranes and lifting devices) required for repairs;
7. For costs incurred for rectifying faults (or perceived faults) not directly attributed to the Chromagen supplied water heater;
8. For travel costs of service agents that exceed 30 kilometres;
9. For all consequential loss or damage arising from defects that can lawfully be excluded;
10. Where the product shows evidence of misuse, abuse or incorrect operation contrary to the manual, or continued use when it was known to be defective;
11. Where the serial number/s have been defaced or removed;
12. Where product presents noise or vibration that is considered normal;
13. For any other issues not directly attributable to defects in components supplied by Chromagen including:
 - a. damage caused by incorrect commissioning;
 - b. leakage from valves not supplied by Chromagen;
 - c. leakage from the pressure temperature relief valve where the water pressure or temperature exceeds the limits specified in Chromagen's installation and maintenance instructions;
 - d. water hammer;
 - e. external rust on the storage tank;
 - f. insufficient hot water because:
 - the consumer refuses to use the auxiliary booster;
 - of an incorrectly set or faulty tempering or mixing valve;

**THIS WARRANTY IS EXCLUSIVELY FOR PRODUCT INSTALLED UNDER THE VEU AND/OR SOLAR VICTORIA PROGRAMS.
PLEASE RETAIN THIS CARD IN A SAFE PLACE AS IN THE EVENT A WARRANTY REQUEST IS
REQUIRED A COPY MAY BE REQUESTED BY THE WARRANTY OFFICER.**