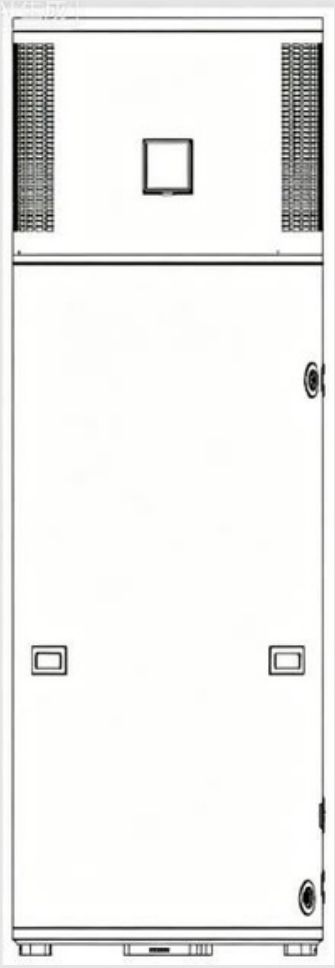
solvue



Hydrosol Series 1 (SVHW)

Hydrosol - Hot Water Heat Pump

Warranty Booklet

SOLVUE Hydrosol Hot Water Heat Pump Product Warranty

Warranty Terms

The warranty terms in this publication apply only to the following SOLVUE Hot Water Heat Pump models:

Model	Description
SVHW-1-28/190LT	190L Hot Water Heat Pump
SVHW-1-28/270LT	270L Hot Water Heat Pump

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Australian Consumer Law: 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.

SOLVUE will repair or provide parts for repair or replacement, in the event of product defects arising from faulty materials and/or SOLVUE workmanship, in accordance with the Warranty Terms in Tables 1 and 2, Definitions, Warranty Conditions and Exclusions stated in this document.

SOLVUE is responsible for reasonable costs associated with legitimate warranty claims, if and when validated by SOLVUE. This includes call-out of an authorised SOLVUE service provider to inspect the product. SOLVUE is not responsible for:

(a) any costs that are not pre-approved in writing by SOLVUE.

(b) any costs associated with a product which is determined upon inspection not to be covered by this warranty.

(c) any excess costs associated with attending a site located in a remote area nominally 40 km from the authorised SOLVUE service provider, as confirmed by SOLVUE, or off the state/territory mainland. Any such costs including travel, insurance and delivery will be the sole responsibility of the Customer.

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Warranty Terms *(continued)*

The consumer will be reimbursed by SOLVUE for any reasonable costs associated with making a legitimate warranty claim against SOLVUE which are not otherwise specified above.

Enquiries relating to warranty coverage and claims for SOLVUE products or services must be made by contacting SOLVUE.

Authorised SOLVUE service providers can repair or replace product components, subject to SOLVUE warranty terms and conditions. SOLVUE can, in addition, provide information on operation and maintenance of SOLVUE products. SOLVUE contact details are on the back of this document.

TABLE 1 – PARTS AND LABOUR WARRANTY PERIODS (YEARS)
SOLVUE HOT WATER HEAT PUMP

SOLVUE Hot Water Heat Pump		**Hydrosol Series 1 (SVHW-1-28/190LT & SVHW-1-28/270LT)**		
		Cylinder*	**Refrigeration Components (1)**	**Other Components (2)**
Domestic Use	Parts	5 Years	3 Years	1 Year
	Labour (3)	3 Years	1 Year	1 Year
Commercial Use	Parts	1 Year	1 Year	1 Year
	Labour (3)	1 Year	1 Year	1 Year

(1) Refrigeration Components include but are not limited to: compressor, condenser, expansion valve, heat exchanger, evaporator and associated pipe work.

(2) Other Components include but are not limited to: sensors, thermostats, valves, electric heating elements, anodes.

(3) No repair labour warranty applies to any component, refrigeration and cylinder warranties outside the specified Labour Warranty period.

* Inner Storage Cylinder

Definitions

Domestic Use:

The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family, for personal hygiene use.

SOLVUE “Domestic Use” warranty periods apply to:

1. Water heaters installed to supply heated water to single family domestic dwellings.
2. Water heaters installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 70ºC and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems.

Commercial Use:

The warranty periods that are allocated under “Commercial Use” are for all other applications other than domestic use and include premises such as commercial and industrial buildings, schools, cafes, hotels, caravan parks and sporting complexes, but not limited to these.

SOLVUE “Commercial Use” warranty applies to:

1. Water heater(s) supplying central shower blocks.
2. Water heater(s) supplying kitchens used for the bulk preparation of food.
3. Water heater(s) delivery temperatures preset to exceed 70°C.
4. Water heater(s) used in commercial or industrial heating processes.
5. Water heater(s) used in hydronic space heating installations.
6. Any application that uses SOLVUE water heater(s) in conjunction with building flow and return systems.
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty Conditions

1. Warranty and the extended 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. All terms of this warranty are effective from date of completion of installation of the appliance(s) and the attending service person reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the dataplate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

3. All SOLVUE water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, current AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.

4. All SOLVUE water heaters must be operated and maintained in accordance with manufacturer's operating instructions.

5. Any inspection, service, repair or replacement activities associated with warranty on SOLVUE products must be authorised by SOLVUE before commencement.

6. The warranty applies only to the components supplied by SOLVUE. It does not apply to components supplied by others, such as pressure limiting valves, isolating valves, non return valves, electrical switches, pipework, electrical cables and fuses, but not limited to these.

7. Where the appliance is installed at a location that is determined as remote by SOLVUE, or nominally over 40 km from the nearest authorised SOLVUE service provider, or off the state/territory mainland, any such costs including travel, insurance and delivery of products will be chargeable to the Customer.

8. Where the appliance has not been sited in accordance with the installation instructions or installed such that safe assessment or service access requires machinery or is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused. Any work required to gain reasonable or safe access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move the appliance or components to floor level, perform diagnostics, but not limited to these).

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9. Where a failed appliance or component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.

10. SOLVUE may at its sole discretion, return any removed product or component to the factory for inspection.

11. This warranty applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 2. The water supply from water utilities generally complies with these requirements. However, where water sources change, or any history of uncertainty exists, water quality must be tested, or otherwise treated, to comply with these specifications. If unsure check with your water authority.

12. The water heater is fitted with a sacrificial anode to protect the cylinder from corrosion. The anode must be inspected by an authorised person at least every 12 months and replaced as required. Failure to have the anode inspected and, where necessary, replaced within this period will void this warranty. Refer to 'Anodes' below and the product operation and installation manual for further detail.

TABLE 2 – AUSTRALIA WATER CHARACTERISTICS

SOLVUE Water Heater System Type	Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness (as $CaCO_3$) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO_2 mg/Litre or ppm	Chlorides mg/Litre or ppm
Hydrosol Hot Water Heat Pump	2500*	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	300

*For TDS levels up to and including 600mg/litre the SOLVUE magnesium based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the SOLVUE aluminium based anode is to be used. This anode can be fitted by SOLVUE or an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

Anodes

The water heater is fitted with a sacrificial anode to extend its life. The anode will slowly dissipate whilst protecting the cylinder. The life of the water heater may be extended by arranging for an authorised person to inspect the anode and replace it as required. It is recommended that the anode be inspected at least every 12 months.

The factory-fitted anode is magnesium based. This anode is suited to conditions where the total dissolved solids (TDS) content in the water supply does not exceed 600 mg/L, which is the case in most areas. In areas where the TDS content in the water supply exceeds 600 mg/L, an aluminium based anode is required (see Table 2 above).

The magnesium anode should be expected to last around 12 months. Failure to have the anode inspected and replaced as required will void this warranty.

Warranty Exclusions

No warranties except those implied and that by law cannot be excluded are given by SOLVUE in respect of Goods supplied. Where it is lawful to do so the liability of SOLVUE for a breach of a condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by SOLVUE.

All hot water systems

The following exclusions apply to all SOLVUE water heating systems. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

1. Damage, problems or failure caused by Acts of God, fire, wind, lightning, flood, hail storm, fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs, or entry of foreign objects or matter into the product such as dirt, debris, soot or moisture.
2. Failure due to abuse or misuse, improper maintenance or failure to maintain.
3. Failure due to incorrect or unauthorised installations.
4. Failure, damage and associated costs resulting from product alterations, service or repair work or methods not authorised by SOLVUE.
5. Where it is found that there is no functionality fault with the water heater and the issues are related to the plumbing installation or are due to the failure of water, electric or gas supplies.
6. Where exposed to corrosive atmosphere, salt-affected or coastal environments; and including exposure causing superficial discolouration and aging that is immaterial to the performance and reliability of the product.
7. Where the water heater has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.
8. Operating the water heater and components when not completely filled with water.
9. This warranty does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Table 2. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 2 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.

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10. This warranty only applies to water heaters connected to the energy source listed on the data label of the appliance.

11. This warranty does not apply to damage caused by sludge and/or sediment in the water supply nor corrosion due to stray electrical currents affecting the associated piping.

12. This warranty does not apply to colour degradation/damage caused by direct UV exposure.

13. This warranty does not apply for ice formation in the plumbing of the water heater, or related damage, where the electricity supply has failed or been switched off.

14. Labour costs incurred due to a SOLVUE Service person or service agent performing checks which should have been carried out by the customer in accordance with the Customer Instructions and where no defect is found.

15. Faults resulting from drilling, screwing or fixing any ancillary items to the outer case of the tank. This product is fitted with a high efficiency heat exchanger attached to the inner cylinder, anything penetrating the outer skin of the tank may damage the heat exchanger.

Solvue Energy Solutions Pty Ltd

ABN: 82 699 151 294

P.O. Box 135, Bowral NSW 2575

Customer Support

For all enquiries please email **admin@solvue.com.au** or call our office: **1300 765 883**

For further information visit **www.solvue.com.au**

SOLVUE has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your SOLVUE appliance. If your appliance requires service, please call Customer Support.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.