

Warranty Terms

Thermastore delivers reliable and energy-efficient hot water backed with our industry leading warranty. We are committed to providing high quality hot water heat pumps. For your peace of mind, you can find your warranty terms and conditions below. For complete warranty terms and conditions, please review the owner's manual.

Tank

6 years

Compressor:

5 years

Parts

5 years

Warranty Coverage:

- Tank: 6 years
- Compressor: 5 years
- Parts: 5 years
- Labour: 1 year
- Labour VIC only: 5 years

1. Warranty terms are from date of installation.
2. This warranty excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, incompetent installation, any fault not attributable to faulty manufacture or parts, any modifications which affect the reliability or performance of the unit.
3. This warranty is conditional upon the correct operation and regular maintenance of the Heatwave270 heat pump by the Owner. It does not cover the correction of non-product-related faults or issues. The Owner is responsible for:
 - a) Operating and maintaining the heat pump in accordance with the product's operating instruction.
 - b) Performing regular cleaning, including an annual maintenance check (please refer to the Maintenance section of the product manual).
 - c) Keeping the air inlet and outlet of the heat pump free from obstructions such as dirt, leaves, or plants.
 - d) Ensuring the condensate drain remains clean and unobstructed.
 - e) Ensuring all plumbing and electrical connections are secure and in good working order.
 - f) Applying additional corrosion protection if the unit is installed in a corrosive environment (e.g. coastal areas or industrial zones).
4. This warranty does not cover the following:
 - a) Natural Disasters (hail, lightning, flood, fire etc.)
 - b) Damage resulting from any animal or creature (including vermin, reptiles and insects)
 - c) Rust or damage to exterior coatings, materials, and cabinet caused by corrosive atmosphere or weather/environmental conditions.
 - d) When serviced by an unauthorised person without the permission of Thermastore.
 - e) When a unit is installed by an unqualified person.
 - f) When failure occurs due to improper or incorrect installation.
 - g) Where failure occurs due to failure of any other equipment connected in relation with the Heatwave270 unit (e.g. power supply, water pump etc.).
 - h) Where failure occurs due to improper maintenance or misuse (refer Operating Instructions).
 - i) 'No faults found' service calls where the perceived problem is explained within the operation instructions.
 - j) Costs associated with delivery, handling, freighting, or damage to the product in

transit.

k) Where the unit has been relocated from its originally installed location.

5. **Warranty Service Requirements:** For all service requirements; please Contact Thermastore via sales@thermystore.com.au providing your model number, serial number, proof of purchase and installation date, and the fault being experienced.

6. **Service Area and Fees:** Onsite technical service is available within the normal operating area of Thermastore's Authorised Service Agent. Service outside this area may incur travel fees.

7. 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.

8. Costs associated with deemed warranty repairs will be borne by Thermastore for eligible items under the applicable warranty terms and conditions.