

## **EQUIPMENT WARRANTY**

### **Water Heat Pump**

### **Oasis Technologies Limited**

Definitions: - The following shall apply in the following warranty statements

1. Buyer shall mean the party to whom equipment is originally sold to by Oasis Technologies or Sunlover Heating Pty Ltd
2. Company shall mean Oasis Technologies Ltd or Sunlover Heating Pty Ltd
3. Equipment or goods shall mean Heat Pump
4. Purchaser shall mean the consumer or end user of the Heat Pump

### **PRODUCT WARRANTY**

The only warranties given by the company are as set out in this warranty statement. The company gives no other conditions, guarantee, warranty or assurance and in particular, as the buyer is a business consumer who purchases for the purpose of resale, the provisions of the consumer guarantees act 1993 or Australian consumer acts are excluded. The company warranties are offered subject to the goods having been installed and operated in accordance with procedures by the company and those recognized as standard industry practices. This in no way absolves the company from its liability as a manufacturer to the consumer under the consumer guarantees act 1993 and or Australian consumer acts.

This warranty covers:

20 Years	Titanium heat exchanger against corrosion ( <i>casing of heat exchanger is covered for 2 years</i> ).
5 Years	Compressor
2 Years	Parts
1 Year	Labour warranty

### **Warranty shall not apply if the equipment has been:**

- Subject to misuse or abuse, negligence or accident
- Connected to improper, inadequate or faulty power supply, water, gas or drainage services and further the purchaser shall ensure that sufficient and correct maintenance is maintained in accordance with the company.
- Used for any duty or subjected to any operating condition varying from that for which it was specifically supplied/designed by the company
- Damaged by foreign objects
- Installed, operated or maintained other than in accordance with written operating instructions, supplied together with the equipment
- Damaged as a result of flood, fire storm, vandalism, misuse, negligence, vermin or foreign matter or an act of god, war or civil instruction
- Damage as a result of exposure to the weather or atmospheric fall out.
- Damage due to exposure of pool chemicals to the unit



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**LABOUR COSTS**

Warranty for installation labour is twelve (12) months from date of install.

Any product found to be faulty due to installation/labour fault shall be covered under warranty and will be repaired or replaced by Sunlover Heating Pty Ltd at their cost for a period of twelve (12) months from date of installation.

All replacement parts / components will be supplied direct by the company. Should the buyer purchase parts / components from their own supplier the company may at their own discretion reject or reimburse the cost to which the company can purchase the part for.

Excessive labour costs due to job conditions that make the equipment unusually inaccessible or otherwise difficult to source is NOT covered under this policy. The equipment must be readily accessible to the service men, that no special scaffolding, ladders or lifting equipment other than that which is normally carried in a service vehicle is required, and that the conditions or working meet the requirements of local authorities having justification on conditions of work and safety.

**MAKING A WARRANTY CLAIM**

- Reimbursement shall be at agreed billing rates
- The hourly total may include travel time to the job site, provided it is within the main metropolitan areas or as agreed by the company.
- All travel costs outside the metropolitan area shall be the responsibility of the owner.
- All claims must as a minimum specify the end users name, address and contact number, model and serial number, installation date, failure date, description of fault and corrective action

The company does not assume nor authorize any person to assume on its behalf any other liability in connection with the sale of this equipment. Employees or agents of the company or the buyer have no authority to vary the terms of this warranty.

**Guide Lines for warranty repairs;**

Fault diagnosing	1.5 hours	Compressor replacement	5 hours
Printed circuit board	1.5 hours	Reversing valve	3.5 hours
Fan motor	2 hours		
Maximum travel	75 km		

