

## **EQUIPMENT WARRANTY**

### **Water Heat Pump**

### **Oasis Technologies Limited**

#### **GOVERNING 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.

**This Warranty applies to domestic and commercial products purchased and installed in Australia & New Zealand ONLY.**

#### **WARRANTY PERIOD**

Your **Oasis Heat Pump** warranty commences from the date of purchase for the sole benefit of the original consumer and with respect to the original installation only (non-transferable under any circumstance)

|          |  |
|----------|--|
| 25 Years | Titanium heat exchanger against corrosion<br><i>Casing of heat exchanger is covered for 2 years</i>    |
| 5 Years  | Compressor   |
| 2 Years  | Parts  |
| 2 Years  | External Controllers and Boost Pumps, if applicable<br><i>refer separate product warranty document</i> |
| 1 Year   | Installation & Labour completed by Oasis or Sunlover Heating   |
| 1 Year   | Demonstration, refurbished, discontinued or otherwise previously unboxed unit/s                        |

On Commercial Installations, such as but not exclusively health clubs, swim schools, motels / hotels and hydrotherapy, parts and in field labour warranty, the warranty period is limited to twelve (12) months only.

#### **WARRANTY COVERAGE**

During the Warranty Period, Sunlover warrants that the Product will be free from material defects in materials and workmanship under normal use and maintenance.

This Warranty is subject to the terms and conditions set out hereunder.

- This warranty excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, vermin or insect infestation, incompetent installation, any fault not attributable to faulty manufacture or parts, any modifications which affect the reliability or performance of the unit.
- This Warranty does not cover any cost of labour after the initial period of 12 months from date of installation. Any labour cost incurred in the execution of this Warranty after this period is the sole responsibility of the Consumer.
- If a defect in materials or workmanship occurs within the warranty period Oasis will, at its discretion repair or replace product or the defective part of the product free of charge or cause the product or the defective part to be repaired or replaced by an Authorised Oasis Aquatics Service Agent free of charge.
- Equipment defects covered by this Warranty will be repaired or replaced at the discretion of Oasis without cost to the owner for parts or direct repair labour. 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. The repair or replacement shall be performed during normal business hours by authorized technical service agents or Oasis. Service outside the normal operating this area will incur a traveling fee.

- Oasis reserves the right to substitute defective parts or the product with parts or product of similar quality, grade and performance where an identical part or product is not available. Parts or products may be replaced by refurbished goods of the same type rather than be repaired.
- The company does not assume nor permits any person to assume any additional liabilities in relation to the sale of this equipment on its behalf.
- No employee, agent or representative of Oasis or Sunlover Heating nor the Buyer has any authority to vary the terms this Warranty

This warranty does not cover the following:

- a. Natural Disasters (hail, lightening, flood, fire etc.)
- b. Rust or damage to paintwork caused by a corrosive atmosphere.
- c. When a unit is installed by an unqualified person.
- d. Where a unit is incorrectly installed.
- e. When failure occurs due to improper or faulty installation.
- f. Damage or problems caused by the use of an accessory, component or equipment not approved by Oasis or Sunlover
- g. When serviced by an unauthorized person without the permission of Oasis.
- h. Failure due to improper maintenance.
- i. Equipment which has been re-installed at a location other than the original location.
- j. 'No Fault Found' service calls where the perceived problem is explained within the operation instructions.
- k. Costs associated with delivery, handling, freighting, or damage to the product in transit.
- l. Items that are replaced as part of routine maintenance.
- m. Damage, problems or unsatisfactory performance resulting from misapplication of the equipment.

## OWNER'S RESPONSIBILITY

Proper operation and regular maintenance of the equipment are the responsibility of the owner, and should be carried out according to the recommended time and frequency specified in the manual to avoid voiding the warranty. The correction of any non-product fault or problem is not covered by this warranty.

## DISCLAIMER

Information in this guide is intended to provide general information on a particular subject(s) in good faith and is not an exhaustive treatment of such subject(s). Its use is beyond the control of the author, contributor, publishers and distributors and should not be relied upon without consulting your local Professional for comprehensive advice.

This guide includes subject(s) that should only be performed by or under the direction and advice of your local professional and under no circumstances should the guide be used as a substitute for such professionals.

No representations or warranties are made that the content, advice and recommendations in this guide are current, free from errors or omissions, or appropriate for the user's circumstances or abilities. No liability or responsibility is accepted for any loss suffered as a result of any user's reliance on such content.

## DEFINITIONS

"Buyer" refers to the person or entity who initially purchases equipment from Oasis Technologies or Sunlover Heating Pty Ltd.

"Company" refers to Oasis Technologies Ltd or Sunlover Heating Pty Ltd.

"Equipment" or "Goods" specifically refer to the Heat Pump.

"Purchaser" is the individual or organization who buys the Heat Pump for their own use as a consumer or end user.