



Warranty for Hot Water Online Systems

Hot Water Systems Online Terms and Conditions of Warranty

The terms and conditions of the Warranty are set out below.

1. For all warranty issues please call Hot Water Systems Online on **0412 290 762** or email admin@hotwateronline.org
2. Provide Full Contact Details: name, address, contact numbers, original installation date and serial number of tank if applicable
3. Within 12 months from install - Hot Water Online shall organise to be inspected/test and advise for replacement.
4. Over 12 months from install – Customer/Agent must engage with licensed plumber for repair. Hot Water Online will replace component as per our warranty policy only.
5. Any additional expenses incurred over the 12 month warranty under this warranty will be borne by you.

Table 1 – Warranty Periods

Component	Warranty Period (Parts Only)	Warranty Period (Labour)
All Components	1 Year (All States)	1 Year
Tank Thermostat & Element, Flow Meter	1 Year (All States)	1 Year
Controller & Sensor Leads	1 Year (All States)	1 Year
Quickie Kit (Including PTR Valve and Tempering Valve)	2 Years (All States)	1 Year
Bianco Circulation Pump	1 Years (All States)	1 Year
Grundfos	2 Years (All States)	
Bosch Highflow Gas Booster	3 Years (All States) 10 Years on Heat Exchanger	3 Years
Rinnai Gas Booster	3 Years (All States) 10 Years on Heat Exchanger	3 Years
Apricus Gas Booster	3 Years 10 years on Heat Exchanger	1 Year
Apricus Tanks (does not include element and thermostat)	10 Years on Cylinder – Glass Lined 15 Years on Cylinder – Stainless Steel	1 Year
Everlast Stainless Steel Tank (does not include element and thermostat)	10 > 15 Years (All States)	1 Year
Manifold & Mounting Frame	15 Years	1 Year
Evacuated Tubes & Heat Pipes	15 Years	1 Year

1. This Warranty is for normal domestic use of the Hot Water Online Systems only.
2. It is a legal requirement that water be heated on a regular basis to kill Legionella bacteria that can lead to Legionnaires disease. The frequency this temperature must be reached varies, and is explained below:
 - Bottom element electric boosted system - Once per week to 60°C
 - Mid element electric boosted system - Once per day to 60°C
 - Gas boosted systems Minimum 70°C each time water is used
3. To the extent a claim falls under the 'Parts Only' Warranty Period the Warranty covers the repair and/or replacement of such failed component in the Hot Water Online System free of charge. However, the transport, installation and labour costs of repairing the component or delivering the replacement component and removing and replacing the existing component will be the responsibility of the Customer of the existing Hot Water Online system.
4. To the extent a claim falls under the 'Parts and Labour' Warranty Period, the Warranty covers the repair and/or replacement of such failed component in the Hot Water Online System and any associated labour costs free of charge.
5. The decision to repair or replace the component the subject of the Warranty will be entirely at the discretion of Hot Water Online.
6. Where an Hot Water Online System or a component thereto is repaired or replaced by Hot Water Online, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.
7. Upon installation of the Hot Water Online System, the licensed plumber who installed the Hot Water Online System must complete a customer installation record form containing the customer's contact details, product installation date, product serial numbers, licensed plumber contact details, summary of system format and contact phone number(s) of the merchant and/or group. A copy of the completed form should be left with the customer, a copy kept on permanent file by the installing plumber and a copy sent to Hot Water Online.
8. The Hot Water Online System must be installed in accordance with Hot Water Online's installation instructions, and all relevant local, state and national statutory requirements, including but not limited to, AS3500.4 & 5, AS5601, AS3000 and AS2712.
9. Installation must be completed by registered plumbers, gas fitters and electricians that are licensed in the State or Territory in which the installation is completed.
10. The electrical system components must be installed in a domestic application and connected to a 240V power supply by a qualified electrician in accordance with AS3000.
11. Hot Water Online reserves the right to alter the design, components or construction to its Hot Water Online System. Such alterations shall not constitute a defect in design or construction under this Warranty.
12. Any claim under this Warranty must include full details of the defect and/or damage to the Hot Water Online System. All claims must be made within one (1) month of the detection of the defect.
13. Dated proof of purchase is required prior to commencement of any work under this Warranty.
14. This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from:
 - (a) accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind;
 - (b) incorrect or improper installation of the Hot Water Online System, including but not limited to, installation otherwise than in accordance with the instructions contained in the owner's manual supplied by Hot Water Online or incorrect system selection;
 - (c) alteration or repair of the Hot Water Online System other than by a licensed plumber or by an approved Hot Water Online agent;
 - (d) attachment of any parts or accessories other than those manufactured or approved by Hot Water Online;
 - (e) freezing in regions with minimum temperatures below -15°C (in accordance with AS/NZS 2712:2007 freeze level 1);
 - (f) the power supply to the Hot Water Online System being cut;
 - (g) power surges;
 - (h) animals, birds and/or rodents;
 - (i) the solar collector being left dry (no liquid circulation) and exposed to daily sunlight (i.e. not covered) for a period exceeding 14 consecutive days;

- (j) excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere, faulty plumbing and/or electrical wiring;
- (k) sludge/sediment as a result of connection to a water supply from filtered or treated sources ie. spring, dam, bore, river or town supply from a bore;
- (l) contamination and corrosion from particles in the water supply;
- (m) serial tags/stickers on any of the components being removed or defaced;
- (n) the Hot Water Online System being relocated from its original point of installation; and
- (o) the water stored in the cylinder exceeding at any time the following levels:

Total hardness	200 mg/litre or p.p.m
Total dissolved solids	600 mg/litre or p.p.m
Electrical conductivity	850 μ S/cm
Chloride	250 mg/litre or p.p.m
Magnesium	10 mg/litre or p.p.m
Sodium	150 mg/litre or p.p.m
pH	Min 6.5 to Max 8.5.

15. Hot Water Online accepts no warranty to installations performed by other installers not performed by hot water online services.

Note: Standard Installation

A standard installation is where all water services are with-in 500mm of hot water position, water and gas services in copper piping. Does not require additional running of water or gas services other than the new connection of new hot water system. Allowance for re-use of existing/new electrical service with-out extension or replacement of electrical service required for use. Does not require additional valves, TMV, safe tray or stand other than pre-cast concrete slab.

Requirement of drain for discharge of water is required with-in 2meters of tank installation position.

All additional works will be quoted onsite at/or before hot water system installation.

- 16. This Warranty only applies to the Hot Water Online System and its components and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the Hot Water Online System.
- 17. To the extent permitted by law, Hot Water Online shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings. or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Hot Water Online System or any other matter related to the system or its operation.
- 18. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Hot Water Online System, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.
- 19. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.
- 20. This Warranty is effective for all Hot Water Online Systems manufactured and installed after 13 March 2014.
- 21. If the Customer has not paid in full for the Hot Water Online System then this Warranty does not apply.
- 22. The Hot Water Online System and its components are covered by a warranty against defective factory parts or workmanship from the date the Hot Water Online System is installed for the relevant period for such component as outlined in Table 1 – Warranty Periods. If the date of installation is unknown, the Warranty commences one (1) month after the date of manufacture.
- 23. 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.