

ALLIANCE COMBO HEAT PUMP LIMITED WARRANTY FORM

Model No: _____ Invoice Date _____

Serial No: _____

Customer Name: _____

Installation Address: _____

Company Name of Installer: _____

Address of Installer: _____

The innovation and quality of ALLIANCE products is assured by an extensive Research & Development programme. The manufacturers of ALLIANCE Combo Unit Water Heaters employ over 300 senior engineers and operate 31 approved test laboratories. ALLIANCE Combo Unit Water heaters are warranted by ALLIANCE who warrant to the original owner of the heat pump that under conditions of normal use and maintenance, the product is free from defects and faulty workmanship.

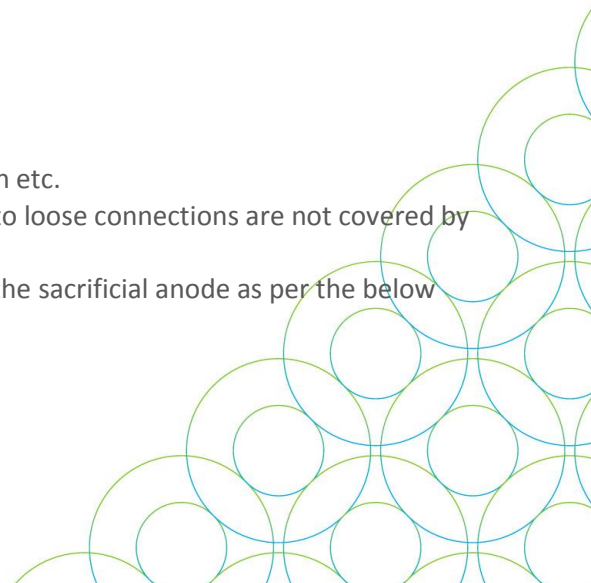
The warranty is between ALLIANCE and the ALLIANCE heat pump dealer only, it covers the ALLIANCE components only. It does not cover installation components. Any installation guarantees given by the Installer are the responsibility of the Installer.

All non-warranty service / maintenance charges are the responsibility of the original owner. Failure to pay for non-warranty service / maintenance charges will void this warranty.

Warranties are applicable in South Africa only, and are subject to water conditions equivalent to main Metropolitan supply. Warranties are null and void should the unit leave the country unless prior approval is obtained from ALLIANCE.

Warranties can only be honoured if:

- Installation is carried out in accordance with ALLIANCE specifications.
- Installation is carried out by a qualified and ALLIANCE trained installer.
- All products included in the installation comply with SANS approval.
- The Combo unit is installed under cover and not exposed directly to rain etc.
- Elements burnt out as a result of commissioning without water or due to loose connections are not covered by this warranty.
- The Combo unit is serviced and regular inspection and replacement of the sacrificial anode as per the below schedule.



Warranties are limited in duration as follows:

FULL ONE YEAR WARRANTY:

During the first 12 months after purchase, ALLIANCE will, through its Authorised Installers, and free of charge to the Owner, repair or replace any parts defective in material or workmanship. Replacement parts may be new or remanufactured, at the sole discretion of ALLIANCE.

LIMITED EXTENDED THREE YEAR COMPRESSOR WARRANTY:

During the second and third years after date of invoice, the Compressor carries a parts-only limited warranty (excluding costs of labour, travel and refrigerant).

5 YEAR WARRANTY ON STORAGE VESSEL

In the event of any latent defect in the Storage Vessel of a Combo Unit becoming manifest within 5 years from date of invoice, ALLIANCE will repair or replace the storage vessel. Should such defect be the result of faulty installation, ALLIANCE shall be entitled to require the Installer to make good such faulty performance at the Installer’s cost. Should such a defect result due to lack of servicing and regular replacement of the sacrificial anode the warranty will be void.

WARRANTY TERM

The Warranty Term commences on the date of the customer’s invoice and shall run for the full period specified. The warranty is limited to the original owner and is not transferable. Any repairs/replacements carried out under ALLIANCE’S warranty do not extend the warranty period on the unit. Components removed during warranty repairs remain the property of ALLIANCE.

REQUIRED WATER SPECIFICATIONS AND ANODE REPLACEMENT:

The Combo Unit is fitted with a sacrificial anode which protects the tank. Depending on the water quality in the area, replacement of the anode should be carried out at the following intervals:

Total dissolved solids (Parts per million)	Recommended anode replacement
100 - 600	3 years
601 - 1000	2 years
Over 1000	1 year

EXCLUSIONS

The above-mentioned Limited Warranty does not cover products damaged as a result of accident, abuse, misuse, improper installation or maintenance, or failure of piping or internal components due to freezing, rust, corrosion or scale build-up. Damage caused by failure to operate the unit in accordance with ALLIANCE’S written instructions as well as damage caused by lightning, electrical surges, blown fuses, open circuit breakers, winds, corrosive environments or other conditions beyond the control of ALLIANCE are also excluded from this Warranty. ALLIANCE shall not be liable for any consequential damage (including but not limited to damage resulting from condensate leakage) or subsequent loss of revenue arising out of breach of this warranty, and in no event will ALLIANCE be liable for any amount greater than the purchase price of a defective component.

CONDITIONS OF WARRANTY

1. Should a fault occur on a new Heat Pump following installation and initial satisfactory operation for 1 week, the Heat Pump will be repaired, not replaced with a new unit.
2. For ALLIANCE'S Limited Warranty to take effect, payment must have been received in full by ALLIANCE and a faxed copy of this Warranty received by ALLIANCE for registration purposes.
3. ALLIANCE Combo Heat Pump Units ALLIANCE must be installed by a qualified installer that has received heat pump installation training from a recognized plumbing training institution.
4. The installer must also have received installation and maintenance training directly from ALLIANCE.
5. Any unauthorized installation, alteration or repair will void this Warranty.
6. All repairs are to be carried out by a qualified refrigeration technician who is registered in the Safe Handling of Refrigerants. (Further information in this regard may be obtained from ALLIANCE.)
7. The installer must ensure that the installation fully complies with ALLIANCE'S recommendations concerning installation, water piping and electrical work including electrical earthing of the unit.
8. All plumbing installations must comply with the current specifications and also all local by-laws.:
 - SANS 10254: 'The installation, maintenance, replacement and repair of fixed electric storage, water heating systems'
 - SANS 10252, Part 1: 'Water supply installations for buildings',
 - SANS 1352: The installation, maintenance, replacement and repair of domestic air source water heating heat pump systems.
9. All electrical installations must comply with current specifications SANS 10142-1: 'The wiring of premises – Part 1: low voltage installations.'
10. The installer must ensure that the installation fully complies with the requirements of SANS Code of Practice for Refrigerating Systems.
11. The size of the ALLIANCE Combo Heat Pump Unit must be appropriate to the specific application and hot water requirements of the User.
12. It is a specific condition of this Limited Warranty that **the equipment receives one major service annually** in accordance with the manufacturer's recommendation by a service company authorized by ALLIANCE. Half-yearly minor services are also recommended. All non-warranty service charges are the responsibility of the original owner. Any unauthorized alteration or repairs will void this limited warranty. Refrigerant is excluded from this warranty. This warranty is not transferable.
13. Any change in ownership of equipment or change in the appointment of a maintenance contractor must be approved and accepted in writing by ALLIANCE.
14. For coastal and corrosive environment installations, Blue Chem or similar treatment against corrosion is required for warranty claims to remain valid.
15. It is a specific condition of this Limited Warranty that the heat pump is installed either indoors with ducting or outdoors under a suitable cover – See installation manual.

SPECIFIC PRODUCT WARRANTY PERIODS ARE AS FOLLOWS:

- Thermal cut out - 1 year
- Element - 1 year
- Thermostat - 1 year
- Apex safety valve - 2 years
- Apex drain cock - 2 years
- Alliance safety valve - 2 years
- Inner tank - 5 years
- PC boards, Relays, Capacitor, Sensors, 4 way valve / Solenoid, EEV solenoid and valve, high pressure switch – 1 year
- Compressor – 3 years

ALLIANCE reserves the right to update or modify this warranty (including terms and conditions). At any time without prior notice.

Guaranteed and backed nationwide by Alliance

**Johannesburg
(011) 704-6320**

**Pretoria
(012) 6430445**

**Cape Town
(021) 556-8292**

**Kwa-Zulu Natal
(031) 579-01895**

**Bloemfontein
083 381 0074**

**George
082 380 0780**

**Port Elizabeth
(041) 484 -6413**