

## ALLIANCE DOMESTIC SPLIT HEAT PUMP LIMITED WARRANTY FORM

Model No: \_\_\_\_\_ Invoice Date \_\_\_\_\_

Serial No: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Installation Address: \_\_\_\_\_

Company Name of Installer: \_\_\_\_\_

The innovation and quality of ALLIANCE products is assured by an extensive Research & Development programme. The manufacturers of ALLIANCE Water Heaters employ over 300 senior engineers and operate 31 approved test laboratories. In South Africa, ALLIANCE 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 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.

The warranty is limited in duration as follows:

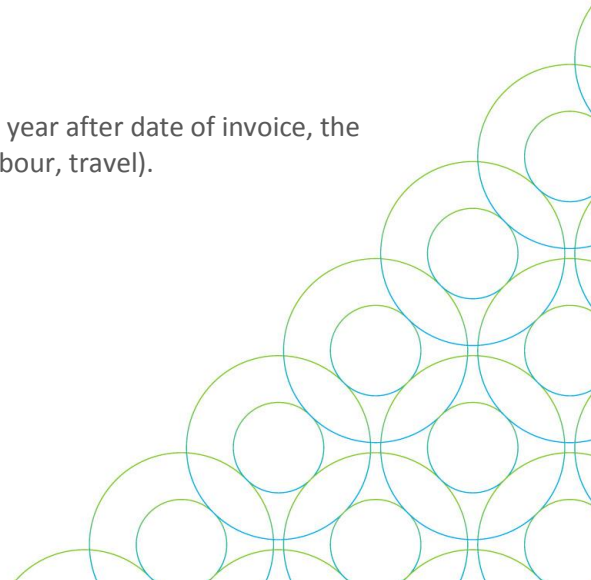
### **FULL ONE YEAR WARRANTY:**

During the first 12 months after purchase, ALLIANCE will, through its Authorized 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.

Note: Warranties are null and void should the unit leave South Africa unless prior approval is obtained from ALLIANCE.

### **LIMITED EXTENDED TWO YEAR CIRCULATION PUMP WARRANTY:**

There is a 2-year warranty on the Wilo circulation pump. During the second year after date of invoice, the circulation pump carries a parts-only limited warranty (excluding costs of labour, travel).



#### **LIMITED EXTENDED THREE YEAR COMPRESSOR WARRANTY:**

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

#### **WARRANTY TERM**

The Warranty Term commences on the date of the customer's invoice and shall run for the full period specified. Thereafter, the warranty period is to be reduced pro-rata by the number of months by which the invoice date is in excess of 1 year from the unit's date of manufacture. The warranty is limited to the original owner and is not transferable.

#### **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. The Warranty is rendered also null and void should units leave South Africa unless prior written approval is obtained from ALLIANCE. Damage caused by failure to operate the heat pump 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 Heat Pumps 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. 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.)
6. 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.
7. 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.
8. All electrical installations must comply with current specifications SANS 10142-1: 'The wiring of premises – Part 1: low voltage installations.'

9. The installer must ensure that the installation fully complies with the requirements of SANS Code of Practice for Refrigerating Systems.
10. The size and model of the ALLIANCE Heat Pump selected must be appropriate to the specific application and hot water requirements of the User.
  - ALLWH3.2KW = 100ltrs – 150ltrs
  - ALLWH5.0KW = 150ltrs – 250ltrs
  - ALLWH7.2KW = 250ltrs – 500ltrs
11. 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 limited warranty. This warranty is not transferable.
12. For coastal and corrosive environment installations, Blue Chem or similar treatment against corrosion is required for warranty claims to remain valid.
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. Parts and warranty details:
  - Controller, PC boards, Capacitor, Relays, Sensors, 4 way valve, High pressure switch, EEV solenoid and valve – 1 Year warranty
  - Tube in tube heat exchanger – 1 Year warranty
  - Wilco circulating pump – 2 Year warranty
  - Compressor – 3 Year warranty

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

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