



## SIDDONS ALL-IN-ONE HEAT PUMP WATER HEATER - WARRANTY INFORMATION

### Warranty Terms (Australia Only)

#### Cover Period

The following warranty policy for your Siddons All-In-One Heat Pump Water Heater applies from the date of despatch from Siddons. The warranty for the various components of your Siddons All-In-One is as follows.

#### Storage Tank:

**10 years** if Pure Water is used

**8 years** if Mineralised or Rain Water is used (but still within stated quality limits) **with** a Tanamet water softening filter kit

**3 years** if Mineralised or Rain Water is used (but still within stated quality limits) **without** a Tanamet water softening filter kit  
*(refer below for explanation of water quality limits)*

#### Parts:

**3 years** (with an additional 2-year extended warranty option available)

#### Labour:

**1 year** (with travel allowance limited to two hours in total)

### Warranty Conditions

1. Your Siddons All-In-One is installed by a licensed plumber or authorised technician in accordance with the installation instructions found in Owner's Manual.
2. All relevant statutory requirements applicable to the installation are observed.
3. Your Siddons All-In-One must be installed, operated and maintained in accordance with instructions supplied in this Owner's Manual.
4. The warranty only applies to your Siddons All-In-One and does not apply to any additional modifications not specifically endorsed by Siddons nor any electrical or plumbing parts supplied by your installer.
5. The system is covered for the indicated period from the date of delivery from Siddons.
6. Should your Siddons All-In-One be replaced in part or whole during the warranty period, only the balance of the original warranty will continue to be effective.
7. Proof of purchase or warranty registration may be required to validate your warranty claim. We recommend online registration of your Siddons All-In-One at [www.siddonssolarstream.com](http://www.siddonssolarstream.com) after installation for warranty purposes.
8. Your Siddons All-In-One is used only for its intended purpose.
9. Should your water supply require regular flushing to clear sediment build-up, then the drain cock for flushing must be fitted at the time of installation (consult your plumber).
10. Regarding a site investigation for warranty purposes, travel is limited to two hours maximum, time only, for the first year and only for legitimate claims relating to your Siddons All-In-One.
11. Siddons is excluded to the extent allowable by law from responsibility for any consequential loss including: injury to persons, injury to property, economic loss, pain and suffering or legal or other damages flowing from any manufacturing fault/defect.
12. The Heat Pump may operate in weather conditions lying within the range of -5°C cold weather and 45°C hot weather temperature. Operation outside of this range may void your warranty.
13. A Pressure Limiting Valve must be installed in the water inlet line and set to 500kPa (refer Section 4.7 of the Owner's Manual).

## **Exclusions**

The following warranty exclusions may cause your Siddons All-In-One warranty to become void, and which may incur a service charge and cost for parts should this become necessary:

1. Where service is required to reconnect the operation of the Siddons All-In-One due to problems related with abnormal water supply such as high water pressure, faulty plumbing and/or electrical wiring, or major variations in electricity supply;
2. Where the system fails due to misuse, accidental damage, flood, acts of God, incorrect installation or unlicensed service repair work attempts;
3. Where water stored in the tank is MINERALISED WATER beyond our water quality limits set out in Section 5.4 of the Owner's Manual (eg from sources such as a spring, bore, river, other natural ground sources, or excessively acidic water from a rain water supply);
4. Where there are claims for damage to wall foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage of water from your Siddons All-In-One;
5. Where damage or breakage is not covered by this warranty, and should be added separately to your general household insurance policy;
6. Where the claim is due to an extraneous cause beyond the normal operation and fair wear and tear of the heat pump, including: blocking the air inlet or outlet, leaking water pipes, defective PTR valve causing continual dripping or running water for more than 3 months, etc; and
7. Where benefits conferred by this warranty are additional to other rights and remedies in respect of this product, which the purchaser has under relevant Australian Laws.

## **Water Quality Limits - Warranty Exclusion**

Your Siddons All-In-One warranty will be voided if your water quality exceeds the following quality limits:

### **Stainless Steel Storage tanks:**

- Total dissolved solids 600 mg/litre or parts per million
- Total hardness 200 mg/litre or parts per million
- Chloride 250 mg/litre or parts per million
- Magnesium 10 mg/litre or parts per million
- Sodium 150 mg/litre or parts per million
- Electrical Conductivity 850 S/cm (micro siemens per centimetre)
- pH Min 6.5 and Max 8.5