

# Warranty Card – Producer Statement



Name of customer:		
Contractors/Builders (if applicable):		
Installation Site Address:		
New Built: <input type="checkbox"/>		Retrofit: <input type="checkbox"/>
Building Consent No.:	DP No.:	Lot No.:
Date installed:		

## CALITEC ACCREDITED INSTALLATION CONSULTANT - DETAILS:

Name:
Company:
Email:
Phone:

**Statement by installer:**

This Calitec Hot Water System product has been installed as per the manufacturer's recommendations by a Calitec Accredited Installation Consultant.

*I, the Calitec Hot Water Systems Accredited Installation Consultant, guarantee the installation of this hot water system for the minimum period of two years for workmanship, and a material warranty of twenty years for the hot water cylinder and for the period of five years for the heat pump compressor (see Warranties).*

SIGNATURE Installer:

Date:

**OTHER CONTRACTOR DETAILS (if any):**

**Refrigeration / heat pump installer:**

Name/Company:

Phone:

**Plumber:**

Name/Company:

Phone:

**Electrician:**

Name/Company:

Phone:

## PRODUCT CARE

### Maintenance

The Calitec refrigerant split system is a set-and-forget system with very little maintenance. Once your installer(s) are finished there is very little you have to do.

### The outdoor compressor unit:

It is very important that the air can flow unhampered through the outside unit. Keep it free from weeds and spider webs and don't block it off in any other way. A restricted or blocked air flow can result in a higher power consumption or failure of the unit.

It is also very important that the compressor unit is fitted level. Your installer will make sure that it is fitted correctly, but regularly check and make sure that it remains level. The lifetime of the compressor unit will be shortened with unlevelled operation. Please inform your installer if you don't think it is level anymore.

### The indoor/outdoor hot water cylinder:

Mains pressure systems are fitted with a Pressure & Temperature Relief Valve (PTR Valve), once a month the release mechanism on the valve has to be activated to ensure its continuing function. When the release mechanism is jammed, the hot water pressure in your system could become too high causing all kinds of trouble.

*Please refer to the User's Manual of Calitec Hot Water Systems Ltd on [www.calitec.nz](http://www.calitec.nz).*

## WARNINGS

Calitec Hot Water Systems products require special care if removed. In order to ensure proper removal and reinstallation, please call your Calitec Accredited Installation Consultant or Calitec Hot Water Systems Ltd. If not removed by a Calitec Accredited Installation Consultant, the warranty will be void.

For any further detail on the above, please contact Calitec Hot Water Systems Ltd on 0800 125 225 or visit our website at [www.calitec.nz](http://www.calitec.nz)

# LIMITED NEW ZEALAND

## WARRANTY TERMS & CONDITIONS

as per 1 April 2020

1. Warranties are valid only in New Zealand.
2. The Calitec Hot Water System product is warranted for labour and parts for:

CALITEC HOT WATER SYSTEM:	WARRANTY PERIOD*:
Hot Water Cylinder	20 Years
Outdoor unit/Heat pump compressor	5 Years
Electric heater	1 Year
Installation, workmanship	2 Years - Plumbing 5 Years - Other

*\* If installed through a qualified installer. Please refer to the full Warranty Terms & Conditions of Calitec Hot Water Systems Ltd on [www.calitec.nz](http://www.calitec.nz).*

3. Should any of the products be determined by Calitec to be defective, at the option of Calitec Ltd, such products will be repaired or replaced and returned within a reasonable time to the Purchaser free from defect. If Calitec Ltd provides a replacement product, the warranty on the replacement will last only for the balance of the original product warranty period.

Warranties are for normal use only and exclude any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, improper installation, vermin infestation or any alteration which affects the reliability or performance of the unit, not attributable to faulty manufacture, parts and labour.

#### 4. Warranty Exclusions

- a) Acts of God, misuse, negligence, natural disaster. (i.e. Hail, Lightning, Flood, Fire etc)
- b) Rust or damage caused by exposure to abnormally corrosive conditions. (i.e. Salt and Sulphur)
- c) Where serviced by an unauthorised centre without permission from Calitec Hot Water Systems Ltd.
- d) Where a unit is installed incorrectly, or by unqualified persons.
- e) Failure is due to improper or faulty installation.

- f) Failure due to improper maintenance by customer. (Refer to maintenance section of Operating Instructions)
- g) No fault found service calls where the perceived problem is explained within the Operating Instructions or the troubleshooting section of the Operating Instructions.
- h) Costs associated with delivery, handling, freighting or damage to the product in transit.
- i) Equipment installed in a mobile application. (e.g. Caravan)
- j) Consumable items. (e.g. Batteries and Filters)
- k) Any product imported other than by Calitec Hot Water Systems Limited.
- l) Any inflated labour costs or equipment costs associated with gaining access to equipment due to difficult situations and or restricted or unsafe locations. (e.g. Crane Hire)
- m) Operation outside of the operating conditions specified by Calitec Hot Water Systems Ltd or in an environment where the expected performance does not meet the primary design function of the equipment. (e.g. Glass Houses, Wine Cellars)

5. Service may be refused if the unit is not installed with compliance to the relevant New Zealand Standards, including, but not limited to AS/NZS3000, AS/NZS3008 and AS/NZS1668.

6. If warranty service is required you should:

- a) Contact the Calitec Authorised Dealer from where you purchased the product, or
- b) Contact Calitec Hot Water Systems Ltd on 0800 125 225 or visit our website at [www.calitec.nz](http://www.calitec.nz)
- c) Provide a copy of your purchase receipt as proof of purchase date.
- d) Provide **this warranty card/product statement with full details** (every Calitec product is accompanied by a warranty card).
- e) Note that home service is available within the normal operating hours and area of your Calitec Authorised Dealer and that service outside the normal operating area of the Calitec Authorised Dealer will incur a travelling fee from that Dealer (Maximum of 50 km radius).

Unless otherwise specified to the consumer, the benefits conferred by warranties are additional to any consumer protection provisions contained in New Zealand Government legislation and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

Version: April, 2020

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