

# WARRANTY | AUSTRALIA

## WPL Air Source Hydronic Heat Pumps

### Who gives the warranty

1. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 294 Salmon Street, Port Melbourne, Victoria, 3207 (“we”, “us” or “our”).

### The warranty

2. This warranty applies to STIEBEL ELTRON Air Source Hydronic Heat Pumps – Models WPL 17, WPL 23 E A, WPL 23 E I, WPL 25 AC/ ACS, WPL 24 I, A, WPL-A 07 and WPL 57.
3. Subject to the warranty exclusions we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications during the warranty period.
4. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.
5. The warranty period commences on the date of completion of the installation of the unit. Where the date of completion of installation is not known, then the warranty period will commence 2 months after the date of manufacture.
6. The warranty period for a unit used for domestic purposes is shown in the table below. Domestic purposes means that the unit is used in a domestic dwelling.

Component	Warranty period
All components	5 years from the date of completion of the installation of the unit.

7. The warranty period for a unit used for commercial purposes is shown in the table below. Commercial purposes means that the unit is used for a non-domestic purpose and includes but not limited to being used in a motel, hotel, mining camp or nursing home.

Component	Warranty period
All components	5 years from the date of completion of the installation of the unit.

### Your entitlement to make a warranty claim

8. You are entitled to make a warranty claim if:
  - 8.1. you own the unit or if you have the owner’s consent to represent the owner of the unit;
  - 8.2. you contact us within a reasonable time of discovering the problem with the unit;

### How you make a warranty claim

9. To make a warranty claim you must provide us with the following information:
  - 9.1. The model number of the unit;
  - 9.2. A description of the problem with the unit;
  - 9.3. The name, address and contact details (such as phone number and e-mail address) of the owner;
  - 9.4. The address where the unit is installed and the location (e.g. in laundry);
  - 9.5. The serial number of the unit;
  - 9.6. The date of purchase of the unit and the name of the seller of the unit;
  - 9.7. The date of installation of the unit;
  - 9.8. A copy of the certificate of compliance when the unit was installed.
10. The contact details for you to make your warranty claim are:

Name: Stiebel Eltron (Aust) Pty Ltd  
Address: 294 Salmon Street, Port Melbourne, Victoria, 3207  
Telephone: 1800 153 351  
(8.00 am to 5.00 pm AEST Monday to Friday)  
Contact person: Customer Service Representative  
E-mail: service@stiebel-eltron.com.au

11. We will arrange a suitable time with you to inspect and test the unit.

### Warranty exclusions

12. We may reject your warranty claim if:
  - 12.1. The unit was not installed by registered and qualified tradespeople.
  - 12.2. The unit was not installed and commissioned:
    - (a) in Australia;
    - (b) in accordance with the Operating and Installation Guide; and
    - (c) in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.
  - 12.3. The unit has not been operated or maintained in accordance with the Operating and Installation Guide.
  - 12.4. The unit does not bear its original Serial Number for Rating Label.
  - 12.5. The unit was damaged by any or any combination of the following:
    - (a) normal fair wear and tear;
    - (b) connection to an incorrect water supply;
    - (c) connection to water from a bore, dam or swimming pool;
    - (d) connection to an incorrect power supply;
    - (e) connection to faulty equipment, such as damaged valves;
    - (f) foreign matter in the water supply, such as sludge or sediment;
    - (g) corrosive elements in the water supply;
    - (h) accidental damage;
    - (i) act of God, including damage by flood, storm, fire, lightning strike and the like;
    - (j) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
    - (k) ingress of vermin.
  - 12.6. The unit was damaged before it was installed e.g. it was damaged in transit.
  - 12.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.
  - 12.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.
13. We may charge you:
  - 13.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
  - 13.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Operating and Installation Guide and not readily accessible for inspection.
  - 13.3. for any extra costs of our authorised service technician to make the unit safe for inspection.
14. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
15. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.
16. If we reject your warranty claim in accordance with clause 12, we may charge you for our authorised service technician’s labour costs to inspect and test the unit.
17. In order to properly test the unit we may remove it to another location for testing.

### Australian Consumer Law

18. 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.
19. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.