

Heat Pump Water Heater Manufacturer's Warranty

Haier

Dear Owner,

Thank you for choosing a Haier Heat Pump Water Heater ("Product").

Correct operation of your Product together with regular maintenance will ensure that you enjoy years of enjoyment from this product.

This booklet contains very important details about your Product manufacturer's warranty. Please read it carefully before arranging a service call to avoid incurring costs.

Throughout your Product's life, we strongly recommend that you clean the air filters and evaporators and give the Product a trial run several weeks before the start of each season. We also strongly recommend that you ensure the Product is cared for and maintained in accordance with the "Maintenance" section of your Owner Manual/Operating Instructions.

Should you wish to have a maintenance check and service carried out on your Product, you can arrange this by calling Haier Customer Care on 1300 729 948 in Australia or 0800 424 372 in New Zealand. This service is not covered by your manufacturer's warranty and a charge will apply.

Parties

Fisher & Paykel Appliances Ltd, a company incorporated in New Zealand and whose registered office is at 78 Springs Road, East Tamaki, Auckland, New Zealand (“we”, “us” or “our”) as importer of Haier-manufactured Air Conditioners, provide the below manufacturer’s warranty in respect of the Product, to the original purchaser or to a purchaser from an original purchaser (“buyer” or “you”) where proper title can be shown.

Australian Consumer Law

1. Our goods, including the Product, 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods, including the Product, repaired, or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. This manufacturer’s warranty is in addition to any rights and remedies that you may have under the Australian Consumer Law or any other law in relation to the Product. No other person, company, entity, or corporation is authorised to offer or give on our behalf, any other warranty.
3. We note that in addition to this manufacturer’s warranty, you may also wish to rely on your statutory rights and remedies under the Australian Consumer Law. If this manufacturer’s warranty does not apply, you may have rights, for example, under the consumer guarantees in the Australian Consumer Law which include, for example, guarantees relating to acceptable quality of products and goods matching their description. Please note that this is not intended to be an exhaustive list of the consumer guarantees or the rights available to you under the Australian Consumer Law.

Manufacturer's Warranty

4. We warrant that, subject to clause 5 below, we will, at no charge to you, to either repair or replace (at our discretion) the Product during normal working hours with the same or equivalent product - for the following time periods, and if

	Cylinder	All other components	Labour
Domestic Use	7 years	3 years	3 years
Commercial use	1 Year	1 Year	1 Year

- (a) Domestic use applies to installations where
- (b) 1.the Product is installed to supply potable heated water to a single domestic dwelling. 2.The product is installed to supply potable heated water to other accommodation types such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement villages or other care institutions. These installations must not supply water over 75°C, be a component in a centralised bulk hot water system, or part of a system that incorporates building flow and return systems.
- (c) Commercial use appliances to all other uses other than those outlined as Domestic installations in this document.
5. Any replaced Product /component carries a warranty for the balance of the applicable original warranty period (i.e. the applicable period in clause 4(a), 4(b), 4(c) or 5 above) and the original Product /component replaced will become our property. Should we decide, in our absolute discretion, to replace your Product pursuant to clause 4 or 5 above, we may substitute your Product with an equivalent product from the current Heat Pump Water Heater products range.
6. Important: Apart from other exclusions expressed elsewhere in this booklet we specifically draw your attention to the exclusions on pages 5 and 6 from this booklet.
7. These warranties are an extra benefit and do not affect your legal rights.

Making a Claim

8. In order for you to be entitled to make a claim under the manufacturer's warranty granted above, you must:
- (a) carry out the checks provided on page 9 of this booklet and ensure that you can provide us with proof of purchase of the Product and that the Product is accessible for service and assessment by us or our agents; and
 - (b) within the relevant period specified above in clause 4 or 5 (as applicable): either:
 - (i) contact the installer/original retailer who may elect to confirm whether the Product has been correctly installed before they book a service call on your behalf; or
 - (ii) contact Fisher & Paykel Appliances
 - (A) in Australia on 1300 729 948 or at Fisher & Paykel Appliances, PO Box 798, Cleveland 4163, Queensland, Australia, Attn: Haier Customer Care; or
 - (B) in New Zealand on 0800 424 372 or at Fisher & Paykel Appliances, PO Box 58546, Botany 2163, Auckland, New Zealand, Attn: Haier Customer Care;
 - (iii) log a warranty claim on the relevant page on our website in Australia at www.haierhome.com.au or in New Zealand at www.haierhome.co.nz and
 - (c) make available for inspection by the service technician upon arrival to inspect the Product:
 - (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the original supplier, the date and place of purchase, the Product name or other Product serial numbers; and
 - (ii) all of your records of all service and maintenance carried out to the Product.
9. Any cost or expense you incur in claiming under the manufacturer's warranty will be borne by you.

Manufacturer's Warranty Exclusions

10. This manufacturer's warranty does not cover, to the extent permitted by law:

- (a) Defects, damage, or malfunctions of the Product resulting from:
 - (i) Abnormal use of the Product including use of the Product other than in its normal and customary manner including applications in an environment where the prime purpose is not for the comfort of humans, or where misapplied.
 - (ii) Willful damage and vandalism, negligent use, accident, war, Act of God, neglect, normal wear and tear, weathering (including atmospheric fall out or pollution, solar radiation, hail, salt, geothermal sulfur contamination environments or another corrosive residue).
 - (iii) Water quality that is outside of the range specified in the water quality tale in the installation manual.
 - (iv) Any installation that uses this water heater as a component of a bulk hot water system. This includes using this Product as a top-up for a flow and return system, or any system manifolding multiple Heat Pump Water Heaters together to supply bulk hot water.
 - (v) An act by you that causes the Product to become of unacceptable quality.
 - (vi) Damage caused by vermin, foreign matter (including dust, dirt, moisture etc.).
 - (vii) Environmental or site conditions not conforming to the Product specifications.
 - (viii) Alteration, modification, adjustment, repair or testing of the Product not approved or conducted by us or our authorised dealers or nominees or using replacement parts or refrigerant not approved by us which results in damage to the Product.
 - (ix) Damage to the Product resulting from use of equipment not approved by us for use with the Product.
 - (x) Electrical supply fluctuations, faulty, incorrect, or undersized external electrical wiring, incorrectly sized circuit breakers/fuses, incorrect power supply or interference not originating within the Product.
 - (xi) Installation in transportable mobile or marine applications or re-installation at any location other than the original location.
 - (xii) Any costs you incur to alter the Product from its original form as sold to you or customise the Product for your use.
 - (xiii) A Product which has had the serial number removed or made illegible.
 - (xiv) Fraud, theft, or loss resulting from the use of the Product.

- (xv) Damage to the Product resulting from incorrect installation, installation by unqualified persons or installation without compliance certificates required by local electrical codes, local plumbing codes or other bylaws/ regulations. Furthermore, any installation which is deemed to be in breach of any or all electrical codes, local plumbing codes and bylaws in effect at time of installation, or any installation which is contrary to the stipulations as set out in the installation instructions for the relevant Product may void any or all provisions of the manufacturer's warranty for the Product in question.
- (xvi) Replacement, supply, or servicing of consumable items including (without limitation) filters, batteries, refrigerant gas and belt drives.
- (xvii) Damage or problems resulting from operating the Product beyond the specified operating conditions set out in the Product's Owner Manual/ Operating Instructions.
- (xviii) Instruction in the correct operation and maintenance of the Product.
- (xix) Where it can be determined that any problem or defect is a result of any failure to comply with any instructions or observe any warnings in the Owner Manual/ Operating Instructions including but not limited to any failure to perform (or to perform properly or competently) service and maintenance requirements.
- (b) The cost of travel incurred for a service technician to get to and from the location of the Product, if the location of the Product is either:
 - (i) outside the metropolitan areas of capital cities; or
 - (ii) more than 35 kilometres away from one of our branches or service representatives.
- (c) Any costs, or additional labour or equipment associated with gaining acceptable and safe service access to Product installed in restricted, high, or unsafe locations, and/or the removal and replacement of any barrier, walls, roofs, fences etc.
- (d) Any costs incurred by the service technician in gaining access to the Product which are necessary to comply with any safety or workplace safety requirements and/or any other relevant regulations.

However, nothing in this manufacturer's warranty is intended to limit any rights you may have under the Australian Consumer Law or any other law to recover the costs of inspecting or returning the goods to us that cannot be excluded by law.

General Provisions

11. This manufacturer's warranty only covers the Product when purchased and used in the Commonwealth of Australia or New Zealand.
12. We assume no obligations or liability for additions or modifications to this manufacturer's warranty unless made in writing and signed by an officer of Fisher & Paykel Appliances Ltd.
13. We are not responsible in any way for any ancillary equipment not furnished by us which is attached to or used in conjunction with the Product, or for the operation of the Product with any ancillary equipment, and all such equipment is expressly excluded from this manufacturer's warranty.
14. We are not responsible in any way for any failure and/or inadequate performance of the Product which arises from use in the Product of non-genuine spare parts. This manufacturer's warranty will not apply in relation to the use of non-genuine spare parts in or with the Product. We strongly recommend that only spare parts supplied or approved by us are used in the Product.
15. If your Product has been installed by someone other than a registered Fisher & Paykel Appliances or Haier installer, Fisher & Paykel Appliances Ltd and its employees, contractors and representatives are not responsible for any loss or damage caused by the incorrect installation of your Product. This manufacturer's warranty does not apply to a Product that has been incorrectly installed and we expressly disclaim all liability resulting from incorrect installations or installations that do not conform to local electrical codes, local plumbing codes, Occupational Health and Safety requirements, and bylaws which are legislated or in effect at the time of installation.

Limitation on our Liability

16. To the extent that we are the supplier of your Product, and we are permitted by law to limit our liability as a supplier for failure to comply with a consumer guarantee, our liability is limited to, in our discretion:
 - (a) the replacement of the goods or the supply of equivalent goods;
 - (b) the repair of goods;
 - (c) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - (d) the payment of the cost of having the goods repaired.
17. However, nothing in this manufacturer's warranty is intended to limit any rights you may have to recover costs from us in our capacity as a manufacturer under the Australian Consumer Law or another law which cannot be excluded by law.

Please read this important advice and note the warning before arranging a service call:

Heat Pump Water Heaters are similar in some ways to other goods you may be more familiar with. Their performance may be adversely affected by external influences that are not the fault of the Product. Some examples of this include a television with a poor picture which could be caused by a misaligned antenna or a leak in a washing machine which may be due to a poorly attached water tap.

Similarly, heat pump water heaters may not work or give poor performance due to factors external to the Product.

It is therefore prudent to first go through our list of possible items you may have overlooked. After checking the list, if you are still not satisfied with the result then contact your dealer/ installer who may elect to confirm whether the Product has been correctly installed before they book a service call on your behalf. However, should it transpire that the fault is not with the Product, you will be charged for all costs associated with the service call.

If you choose, you can arrange your own service call via the contract details on

Australia: www.haierhome.com.au/help-and-support/contact-us

New Zealand: www.haierhome.co.nz/help-and-support/contact-us

To avoid a service charge, please check the following items carefully:

- Controls are properly set.
- The power supply to the Product is switched on.
- The hot water heat pump is not operating on its Defrost Cycle
- The air flow is not obstructed to or from the Product at either the air inlet or outlet at the top of the appliance.

If after checking the above items your Product requires attention, please contact us with a description of the fault and the model and serial number of the Product:

In Australia contact us via details at <https://www.haierhome.com.au/help-and-support/contact-us>

In New Zealand the details at <https://www.haierhome.co.nz/help-and-support/contact-us>

If a service is to be carried out, reasonable access to the Product will be required. If you have any doubts as to the accessibility of your Product, please advise the service technician prior to arrival so that access arrangements can be made.

When making a service enquiry/booking please have a description of the fault and the model and serial number of the product available. This will ensure your Fisher & Paykel Service Technician has all available information on your product before he or she calls on you.

Manufacturer's Warranty Registration (Owner's Copy)

For your own records we suggest you fill in and retain the detail below, paying particular attention to recording the model and serial numbers of the Product and the details regarding the licensing of your installer.

Unit Model No _____

Unit Serial No _____

Purchased from _____

Invoice No _____

Contact Phone No _____

Installed by _____

License No _____

Contact Phone No _____

Date of Commissioning _____

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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your dealer to ensure this booklet correctly describes the product currently available.

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