



PRODUCT WARRANTY

aetherX Series Product Warranty

aetherCore 220L

aetherHome 270L

aetherMax 320L

aether Australia · Warranty Against Defects — Goods Only

Effective from 1 July 2026



SECTION 01 · BEFORE YOU BEGIN

About this warranty

Effective from 1 July 2026

This document is Aether Australia's Product Warranty Against Defects for the aetherX series of heat pump hot water systems. It covers the **goods** – the aetherX unit and the components supplied with it – not installation workmanship, which is warranted separately by the licensed tradesperson who installs your system.

This warranty applies identically to all aetherX series models: **ætherCore 220L**, **ætherHome 270L**, and **ætherMax 320L**. There is one coverage table, one set of conditions, and one claims process for the whole series – nothing in this document varies by model.

GOODS WARRANTY – NOT INSTALLATION

This warranty covers defects in the aetherX unit itself. Installation work carried out by your installer is covered by a separate workmanship warranty from that installer, not by this document.

Nothing in this warranty limits, excludes, or restricts your rights under the Australian Consumer Law (ACL) – see Section 2. Where any part of this document is inconsistent with the ACL, the ACL prevails.

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SECTION 02 · YOUR STATUTORY RIGHTS

Your rights under the Australian Consumer Law

The benefits given to you by this warranty are in addition to your other rights and remedies under the Australian Consumer Law (ACL) in relation to the aetherX unit. This warranty does not exclude, restrict, or modify those rights.

MANDATORY CONSUMER GUARANTEE NOTICE

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.

This notice is reproduced here exactly as required by law. If you believe your aetherX unit has a major failure, or is not of acceptable quality, you may be entitled to remedies beyond those set out in this warranty document – including a refund or replacement. "Major failure" is defined in Section 13 (Definitions).

To the extent any clause in this warranty is inconsistent with the ACL, the ACL prevails and that clause applies only to the extent the law allows.

How this warranty relates to your ACL rights

- You do not need to register your product, or meet any condition in this document, to access your ACL rights.
- The remedies in this warranty (repair, replacement, or replacement parts, within the periods in Section 4) are offered as a convenient first step – they sit alongside, and do not replace, your right to pursue a refund, replacement, or compensation directly under the ACL for a major failure.
- Time limits and conditions described later in this document (for example, the claim timeframe in Section 10) apply to claims made under this warranty.

SECTION 03 · THE WARRANTY GIVER

Who provides this warranty

This warranty is given by Australian Electrify Group Pty Ltd, trading as Aether Australia. Our details are below — please keep them with your proof of purchase.

WARRANTY GIVER	Australian Electrify Group Pty Ltd (ACN 673 310 775), trading as Aether Australia
ABN	24 673 310 775
BUSINESS ADDRESS	Suite 2, 1265 Nepean Hwy, Cheltenham VIC 3192
PHONE	1800 AETHER (238 437)
EMAIL	support@aetheraustralia.com.au
WEBSITE	aetheraustralia.com.au

Who this warranty is given to

This warranty is given for the aetherX series (aetherCore 220L, aetherHome 270L, aetherMax 320L) sold in Australia, and applies for the benefit of the original purchaser and any subsequent owner of the unit, for the duration of the applicable warranty period in Section 4.

How we remedy a defect

Where a defect covered by this warranty is confirmed, Aether Australia will, at its discretion, repair the goods, replace the goods, or replace the defective part — using new or refurbished parts of equivalent function and performance. Section 6 sets out what is covered, Section 10 sets out how to make a claim, and Section 4 sets out the periods that apply.

SECTION 04 · WARRANTY COVERAGE

Warranty coverage table

This warranty applies identically to all ætherX series models: ætherCore 220L, ætherHome 270L, and ætherMax 320L. The table below is the same for every model – there is no per-model variation in warranty period.

Category	Parts	Labour
Tank ¹ / cylinder	7 years	5 years
Refrigeration system	5 years	5 years
Electrical & control components	5 years	2 years
Serviceable components	1 year	1 year

¹ The additional 2 years of Tank Parts Warranty (Years 6–7) are subject to completion of the major service described in Section 8.

PARTS VS. LABOUR — WHAT'S THE DIFFERENCE?

Parts is the physical component itself — if it's found defective, Aether Australia supplies a replacement part at no cost for as long as the Parts period runs. **Labour** is the cost of a technician's time to fit that replacement — there's no labour charge for as long as the Labour period runs.

Where Labour is shorter than Parts — for example, Tank / cylinder is 7 years parts but 5 years labour — a defective part is still replaced free of charge in years 6 and 7, but you'd pay for the technician's time to install it.

Warranty periods run from the date of installation. Where the installation date can't be verified, the period runs from the date of purchase; where neither can be verified, it runs from three months after the date of manufacture.

What each category covers

● Tank / cylinder

The tank shell, internal lining, welded joints, and factory-fitted water connections, against leakage or structural failure caused by a manufacturing defect.

● Refrigeration system

The factory-sealed refrigeration components essential to heat pump operation: compressor, evaporator, condenser, expansion device, refrigerant pipework, and the sealed refrigerant circuit.

● Electrical & control components

PCB/controller boards, sensors, fan motor, display, WiFi module, relays, heating elements, and the internal electrical wiring supplied with the unit.

● Serviceable components

Components that need periodic inspection or replacement in normal use: the sacrificial anode, the pressure & temperature relief (PTR) valve, and condensate drain components supplied with the unit.

SECTION 05 · GOVERNMENT REBATE PROGRAMS

Whole-of-product warranty for rebate-eligible installations

Notwithstanding the periods set out in the coverage table in Section 4, Aether Australia provides a **5-year whole-of-product warranty** – covering parts and labour across every category in that table – where a rebate, certificate, or incentive has been received for the aetherX unit under any of the following programs:

- **Solar Victoria's Solar Homes Program**, for units installed from 1 July 2023.
- **Victorian Energy Upgrades** – Victorian Energy Efficiency Certificates (VEECs), created for units installed from 1 February 2025.
- **The NSW Energy Savings Scheme** – Energy Savings Certificates (ESCs), created for units installed from 1 December 2025.

Proof that the rebate, VEECs, or ESCs were received or created – for example, the installation quote or certificate showing the relevant scheme, quantity, and dollar value – must be produced at the time of the service call, together with proof of purchase where applicable.

CONFIRM WITH AETHER AUSTRALIA

Scheme names, thresholds, and effective dates are set by third parties (Solar Victoria, the Victorian and NSW governments) and may change. Confirm current eligibility rules before publishing, and review this clause if scheme terms change after publication.

This whole-of-product warranty applies in place of – not in addition to – the individual category periods in Section 4, for as long as the unit remains eligible under the applicable scheme. It does not reduce any period in Section 4; it extends the shorter categories (Electrical & Control Components and Serviceable Components) to match the 5-year Tank and Refrigeration System periods.

SECTION 06 · COVERAGE

What is covered

Subject to the conditions in this warranty, where a defect in materials or workmanship covered by Section 4 appears during the applicable warranty period, under normal residential use and installation conditions, Aether Australia will – at its discretion – repair the goods, replace the goods, or replace the defective part.

- Repair or replacement of defective parts within the categories and periods set out in Section 4.
- Labour to carry out a covered repair, within the labour periods set out in Section 4.
- Labour to install a replacement unit, where Aether Australia determines that a full replacement is the appropriate remedy.
- Genuine Aether Australia replacement parts, which may be new or of equivalent-performance refurbished stock.
- The extended whole-of-product warranty described in Section 5, where the installation is eligible under a qualifying rebate program.

Repairs and replacements don't reset the clock

Where a part is repaired or replaced under this warranty, cover continues for the remainder of the *original* warranty period for that category – repair or replacement does not restart or extend the warranty period, except where Section 5 applies.

Where you purchased through a retailer or installer

This warranty is given directly by Aether Australia and applies regardless of whether you purchased your aetherX unit directly from us or through an authorised retailer or installer. Keep your proof of purchase and installation records – see Section 9.

SECTION 07 · EXCLUSIONS

What is not covered

This warranty does not cover loss or damage resulting from any of the following circumstances. Where any of the following apply, Aether Australia may charge for inspection, travel, labour and replacement parts supplied.

- 1** Installation not carried out by an appropriately licensed tradesperson, or not completed in accordance with the Installation & Operation Manual, AS/NZS 3500.4 and all other applicable standards, codes and regulations.
- 2** Failure to install a 500 kPa Pressure Limiting Valve (PLV) as specified in the Installation & Operation Manual. Damage caused by excessive water pressure is not covered under this warranty.
- 3** Water supplied outside the water quality limits specified in this warranty, including connection to bore, dam, river or other unfiltered or untreated water supplies. Rainwater is covered only where it is adequately filtered and complies with the specified water quality limits.
- 4** Installation or operation in corrosive, coastal or salt-laden environments without the additional protective measures specified in the Installation & Operation Manual.
- 5** Damage caused by freezing, frost, flood, bushfire, storm, lightning, earthquake, cyclone, vandalism, civil unrest, power surges, abnormal electricity supply, or other events beyond the reasonable control of Aether Australia.
- 6** Damage caused by rodents, insects, pests, accidental damage, misuse, neglect, improper storage, transportation or handling after delivery.
- 7** Use of non-genuine or unapproved parts, or faults resulting from repairs, modifications or servicing carried out by persons not authorised by Aether Australia.

EXCLUSIONS — CONTINUED

What is not covered

- 8** Commercial, industrial or high-demand use, including operation for more than 15 hours in any 24-hour period on average, installation in shared or centralised hot water systems, or installation of a unit that is undersized or otherwise unsuitable for the property's hot water demand.
- 9** Fair wear and tear, cosmetic deterioration that does not affect product performance, or failure to carry out the routine maintenance described in Section 8.
- 10** Damage resulting from the removal, relocation or reinstallation of the product without the prior written approval of Aether Australia.
- 11** Damage resulting from blocked, restricted or incorrectly installed condensate drains, or faults caused by plumbing, electrical wiring or accessories not supplied by Aether Australia, including external pipework, valves, fittings, isolation switches and power circuits.
- 12** Additional labour, equipment or access costs where the installation does not provide safe and reasonable access for inspection, servicing or repair.
- 13** The product serial number has been removed, altered or made illegible, preventing identification of the product, or the product has been operated outside the operating conditions specified in the Installation & Operation Manual.
- 14** Consequential or indirect loss, including loss of income, accommodation costs, business interruption, inconvenience, or damage to surrounding property, buildings, flooring, cabinetry, landscaping or personal belongings, except where required under the Australian Consumer Law.

These exclusions apply to remedies under this warranty. They do not limit your rights under the Australian Consumer Law — see Section 2.

EXCLUSIONS — CONTINUED · WATER QUALITY

Water quality limits

The ætherX series is designed for connection to a treated, reticulated water supply within the limits below. Water quality outside these limits is not covered by this warranty, including resulting damage to the tank, anode, or fittings.

Parameter	Maximum / Range
pH	6.5–8.5
Total Hardness (as CaCO ₃)	≤200 mg/L
Total Dissolved Solids (TDS)	≤600 mg/L
Electrical Conductivity	≤850 µS/cm
Chloride	≤250 mg/L
Sodium	≤150 mg/L
Iron	≤0.3 mg/L
Silicon / Silica	≤50 mg/L
Calcium	≤50 mg/L
Ammonia	Not Detectable

If you're unsure whether your water supply is within these limits, arrange water quality testing or appropriate treatment before installation. These limits apply in addition to — not instead of — the water-source exclusions in Section 7 (bore, dam, river, and unfiltered rainwater).

SECTION 08 · KEEPING YOUR WARRANTY VALID

Maintenance requirements

Regular maintenance protects your system and keeps this warranty valid. The schedule below sets out the recommended routine maintenance for your aetherX unit.

Routine Maintenance	Recommended Frequency
Operate the Pressure & Temperature Relief (PTR) valve easing gear to help prevent mineral build-up.	Every 6 months
Check that the condensate drain is clear and free-flowing.	Every 6 months
Drain and flush the storage tank to help remove sediment build-up.	Every 12 months
Inspect the sacrificial anode and replace if required. Frequency may vary depending on local water quality.	Every 3–5 years*

*In areas with poor or aggressive water quality, more frequent inspection or replacement of the sacrificial anode may be required (as often as every 6 months). Refer to the water quality requirements in Section 7.

EXTENDED TANK WARRANTY

To maintain the additional 2 years of Tank Parts Warranty (Years 6 and 7), the unit must undergo a major service by an Aether Australia Authorised Service Technician before the fifth anniversary of the installation date.

FAILURE TO MAINTAIN MAY AFFECT YOUR CLAIM

Failure to carry out this maintenance may affect your ability to make a successful claim under this warranty, where the fault results from the missed maintenance. Keep records of service dates and the technician who carried out the work.

This maintenance schedule does not limit your rights under the Australian Consumer Law. See Section 2.

SECTION 09 · BEFORE YOU CLAIM

Conditions of claim

To make a claim under this warranty, the following need to be true. These conditions apply to remedies offered under this document – they do not limit your rights under the Australian Consumer Law, which apply regardless of whether a condition below has been met.

- You can provide proof of purchase and/or proof of the installation date.
- The unit was installed by an appropriately licensed tradesperson, in accordance with AS/NZS 3500.4 and the Installation & Operation Guide.
- The unit has been operated and maintained in accordance with the Owner's Manual and Section 8 of this warranty.
- Any inspection, service, repair, or replacement under this warranty is carried out by an Aether Australia authorised service technician.
- The unit's serial number and rating label have not been removed, defaced, or altered.
- The unit has not been relocated from its original point of installation without Aether Australia's authorisation.

Access to your unit

You'll need to provide our authorised service technician with safe, reasonable access to the unit for inspection, testing, and repair. Where the unit is not sited in accordance with the Installation & Operation Guide, or is not readily accessible, we may charge for the extra time, equipment, or materials handling required to access it safely – see Section 10.

SECTION 10 · MAKING A CLAIM

How to make a claim

- 1** Contact Aether Australia on 1800 AETHER (238 437) or support@aetheraustralia.com.au, or start a claim online at aetheraustralia.com.au/warranty, within 30 days of noticing the fault.
- 2** Provide the unit's model and serial number, your proof of purchase or installation date, and a description of the fault.
- 3** Provide clear photos of the fault and the installed unit, and any service documentation we ask for.
- 4** We'll review your claim and confirm eligibility, then — once approved — arrange the parts and labour needed to carry out the repair.

This claim timeframe is a request to help us assist you quickly; it does not limit or affect your rights under the Australian Consumer Law.

Cost of a claim

There's no charge for a valid warranty claim within the periods in Section 4, including labour and travel within the metropolitan area of an Australian capital city.

- Aether Australia maintains a national network of authorised service technicians. Where the unit is installed more than 50 km from our nearest authorised service technician, we may charge additional travel, freight, and insurance costs — we'll always let you know before this applies to your claim.
- Where the unit is not sited in accordance with the Installation & Operation Guide, or is not readily accessible, we may charge for the extra time or equipment needed to access it safely.
- If a claim is found not to be covered by this warranty, we may charge for the cost of inspection, and any parts or labour supplied.

SECTION 11 • WARRANTY REGISTRATION

Warranty registration

We recommend registering your aetherX unit at **aetheraustralia.com.au/register** within three months of installation. Registration is optional and does not affect your rights under this warranty or the Australian Consumer Law.

Registering helps us contact you about safety notices and service reminders, and gives our service team faster access to your unit and installation details if you ever need to make a claim.

REGISTRATION IS OPTIONAL

You do not need to register to make a valid warranty claim under this document, or to exercise your rights under the Australian Consumer Law — see Section 2.

What you'll need to register

- Model and serial number (on the rating label / data plate)
- Installation date and installer details
- Your contact details and proof of purchase

SECTION 12 · CONNECTED FEATURES

ætherSmart & connected features

Some ætherX units include ætherSmart connectivity — a WiFi module, companion app, and cloud service that let you monitor and control your system remotely.

What's covered

The WiFi module and other physical hardware supplied with your unit are covered as Electrical & Control Components under Section 4, for the periods stated in that table.

What's not covered

The ætherSmart app and cloud service are provided on an ongoing basis and may be modified, suspended, or withdrawn from time to time — including for maintenance, security, or end-of-life reasons. Aether Australia doesn't guarantee uninterrupted availability of the app or cloud service, and continued access to them is not a condition of the hardware warranty in Section 4.

Firmware and software updates are provided on a reasonable-endeavours basis to maintain functionality and security, and aren't guaranteed for the life of the product.

YOUR HOT WATER ISN'T APP-DEPENDENT

Your ætherX unit will continue to heat water using its physical controls if the app or cloud service is ever unavailable.

SECTION 13 · DEFINITIONS

Definitions

AETHER AUSTRALIA	Australian Electrify Group Pty Ltd (ACN 673 310 775), trading as Aether Australia – the warranty giver under this document. See Section 3.
AETHERX SERIES	The ætherCore 220L, ætherHome 270L, and ætherMax 320L heat pump hot water systems manufactured for Aether Australia.
AUSTRALIAN CONSUMER LAW	Schedule 2 of the Competition and Consumer Act 2010 (Cth), referred to as the "ACL" in this document.
AUTHORISED SERVICE TECHNICIAN	A person or business authorised by Aether Australia to install, inspect, service, or repair the ætherX series.
COMMERCIAL USE	Any installation other than Residential Use, including hotels, commercial buildings, factories, schools, gyms, offices, commercial kitchens, laundries, centralised hot water systems, or any installation operating beyond the intended residential demand of the product.
GENUINE AETHER PARTS	Replacement components supplied or approved by Aether Australia for use with the product. The use of non-approved replacement parts may affect product performance and warranty coverage.
GOODS	The ætherX unit and the components supplied with it. Does not include installation labour, plumbing, electrical wiring, or other work carried out by your installer.
LABOUR	The cost of an authorised service technician's time to repair or fit a replacement part. Covered at no charge for the Labour period stated for each category in Section 4.
MAJOR FAILURE	Has the meaning given in section 260 of the ACL – broadly, a failure that means a reasonable consumer would not have bought the goods had they known about it, that makes the goods significantly different from their description, that makes the goods unfit for their common purpose and not fixable within a reasonable time, or that makes the goods unsafe.
MANUFACTURING DEFECT	A fault in materials or workmanship present at the time the product was manufactured. It does not include faults resulting from incorrect installation, misuse, lack of maintenance, environmental conditions, normal wear and tear, or accidental damage.

DEFINITIONS — CONTINUED

Definitions

NORMAL WEAR AND TEAR	The gradual deterioration of components that naturally occurs through ordinary use and ageing of the product. This includes cosmetic deterioration, discolouration, surface corrosion that does not affect product performance, and the normal consumption of serviceable components designed to require periodic inspection or replacement.
PARTS	The physical component itself (for example, the tank, the compressor, or a circuit board). Covered at no charge for the Parts period stated for each category in Section 4.
REASONABLE ACCESS	Safe and unobstructed access to the product for inspection, diagnosis and repair using standard service equipment. Additional costs associated with restricted access, including but not limited to scaffolding, cranes, lifting equipment, removal of cabinetry or other building works, are not covered under this warranty unless required under the Australian Consumer Law.
RESIDENTIAL USE	Installation of the product to supply heated potable water to a single residential dwelling, including owner-occupied homes, townhouses and individual apartments. It also includes similar small-scale accommodation where each dwelling or unit has its own dedicated hot water system.
TANK / CYLINDER	The storage tank – shell, lining, welds, and water connections. See Section 4.
REFRIGERATION SYSTEM	The sealed heat pump components – compressor, evaporator, condenser, and associated pipework. See Section 4.
ELECTRICAL & CONTROL COMPONENTS	The PCB, sensors, display, WiFi module, and other electrical parts supplied with the unit. See Section 4.
SERVICEABLE COMPONENTS	The sacrificial anode, PTR valve, and condensate drain. See Section 4 and Section 8.
WARRANTY PERIOD	The applicable period stated in the table in Section 4, or the extended period in Section 5 where it applies.

This document is Aether Australia's Product Warranty Against Defects for the aetherX series, effective from 1 July 2026. It is provided with your aetherX unit and should be kept with your proof of purchase.