Water Supply Quality

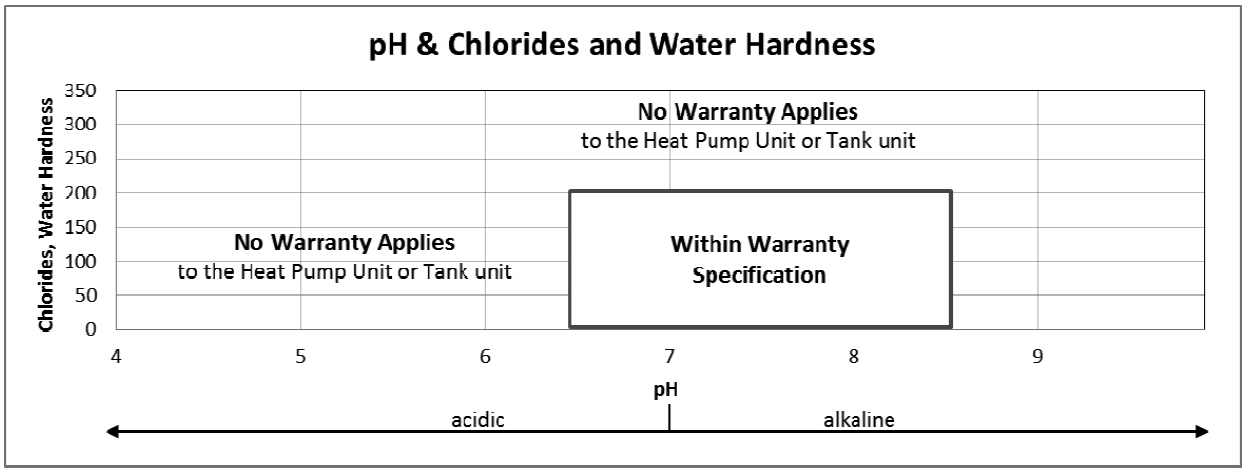
Chloride, Water Hardness and pH

In high chloride water supply areas, the water can corrode some parts and cause them to fail. Where the chloride level exceeds 200 mg/litre or Water Hardness level exceeds 200 mg/litre warranty does not apply to the heat pump unit and tank unit. pH is a measure of whether the water is alkaline or acid. In an acidic water supply, the water can attack the parts and cause them to fail.

No warranty applies to the heat pump unit and tank unit where the pH is less than 6.5 or more than 8.5. The water supply from a rainwater tank unit in a metropolitan area is likely to be corrosive due to the dissolution of atmospheric contaminants.

Water with a pH less than 6.5 may be treated to raise the pH. It is recommended that an analysis of the water from a rainwater tank be conducted before connecting this type of water supply to the system.

Figure 7



Change of water supply

Changing, or alternating, from one water supply to another can have a detrimental effect on the operation and/or life expectancy of the water tank unit cylinder, PTR valve, water heating circulation and the heat exchanger in the system. Where there is a changeover from one water supply to another, for example, a rainwater tank supply, desalinated water supply, public reticulated water supply or water brought in from another supply, then water chemistry information should be sought from the supplier or the water should be tested to ensure it meets the warranty requirements in this manual.

Warranty Policy

Warranty Conditions

1. The Sanden Heat Pump Water Heater System must be installed in accordance with the installation instructions supplied with the Heat Pump Water Heater System, and in accordance with all relevant statutory/local requirements of the state/province/municipality in which the water heater is installed.
2. Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Heat Pump Water Heater System does not carry a new warranty.
3. Where the Heat Pump Water Heater System is installed outside the boundaries of a metropolitan area as defined by Sanden or further than 25 kilometers from an accredited service agent, the cost of transport, insurance and travelling costs between the nearest accredited service agent's premises and the installed site shall be the owner's responsibility.
4. Where the Heat Pump Water Heater System is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.
5. The warranty only applies to the Heat Pump Water Heater System and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Heat Pump Water Heater System. Such parts would include pressure regulating valve, isolation valves, check valves, electrical switches, pumps or fuses.
6. The Heat Pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the Sanden Heat Pump Water Heater System literature.

Warranty Exclusions

1. Repair and replacement work will be carried out as set out in the Sanden Heat Pump Water Heater System warranty. However the following exclusions may void the warranty and may incur additional service charges and/or cost of parts:
2. Accidental damage to the Heat Pump Water Heater System or any component, including: Acts of God, failure due to misuse, incorrect installation, attempts to repair the water heater other than by a Sanden accredited service agent or the Sanden service department.
3. Where it is found there is nothing wrong with the Heat Pump Water Heater System; where the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high water pressure; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the Heat Pump Water Heater System or its components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant codes or acts.
4. Where the Heat Pump Water Heater System or its component has failed directly or indirectly as a result of excessive water pressure.
5. Overflow vent drain has not been installed or is blocked or corroded
6. Where the Heat Pump has rusted as a result of a corrosive atmosphere;