WARRANTY TERMS

AIR-SOURCE CO2 HEAT PUMP HOT WATER SYSTEM

RECLAIM
ENERGY

COVERING MODEL NUMBERS:

Model	Tank Model Number	Heat Pump Model Number
REHP-CO2-160GL-V2	RE160AGLH	EHPE-4550P-A
REHP-CO2-160SST-V2	APS160TH	EHPE-4550P-A
REHP-CO2-250GL-V2	RE250AGLH	EHPE-4550P-A
REHP-CO2-250SSEW-V2	EWA-250HPT	EHPE-4550P-A
REHP-CO2-250SST-V2	APS250TH	EHPE-4550P-A
REHP-CO2-315GL-V2	RE315AGLH	EHPE-4550P-A
REHP-CO2-315SSEW-V2	EWA-315HPT	EHPE-4550P-A
REHP-CO2-315SSQ-V2	APS315SH	EHPE-4550P-A
REHP-CO2-315SST-V2	APS315TH	EHPE-4550P-A
REHP-CO2-400GL-V2	RE400AGLH	EHPE-4550P-A
REHP-CO2-400SST-V2	APS400TH	EHPE-4550P-A
REHP-KY-CO2-160GL	RE160AGLH	HE-UM60AR
REHP-KY-CO2-160SST	APS160TH	HE-UM60AR
REHP-KY-CO2-250GL	RE250AGLH	HE-UM60AR
REHP-KY-CO2-250SST	APS250TH	HE-UM60AR
REHP-KY-CO2-250SSEW	EWA-250HPT	HE-UM60AR
REHP-KY-CO2-315GL	RE315AGLH	HE-UM60AR
REHP-KY-CO2-315SSQ	APS315SH	HE-UM60AR
REHP-KY-CO2-315SST	APS315TH	HE-UM60AR
REHP-KY-CO2-315SSEW	EWA-315HPT	HE-UM60AR
REHP-KY-CO2-400GL	RE400AGLH	HE-UM60AR
REHP-KY-CO2-400SST	APS400TH	HE-UM60AR
REHP-KY-CO2-315DX	RE-DXO-315	HE-UM60AR
REHP-CO2-315DX-V2	RE-DXO-315	EHPE-4550P-A

IMPORTANT

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Issue 14 | January 2025

WARRANTY

Reclaim Energy heat pump hot water system Warranty Policy is provided by Solar Thermal Australia Pty Ltd (trading as Reclaim Energy) and applies to all eligible products installed within Australia.

1.1 TERMS AND CONDITIONS

Product owners are recommended to always keep receipts, invoices, warranties and any installation record forms where applicable, in a safe place to allow faster processing of after sales support requests.

1.2 ELIGIBILITY REQUIREMENTS TO MAKE A CLAIM

- The person(s) making the claim must be the product owner or have consent to act on behalf of the owner.
- The person(s) making the claim must contact Reclaim Energy as soon as they notice any defect(s) without excessive delay, and the product must be within its warranty period.
- The product must have its original serial numbers and/or rating labels where applicable.
- The product must be installed in Australia.
- The warranty period begins from the date of installation of the component(s), if proof of installation cannot be provided, the period begins from date of purchase, and in the event that this is also not available, the warranty will begin from date of manufacture of the product plus 3 months.

1.3 SUMMARY OF WARRANTY PERIODS

The summary of warranty periods for all major components are show in Table 1 below. For more details on the extent of labour work, please refer to section 1.5.

RESIDENTIAL

COMPONENT	DESCRIPTION	WARRANTY PERIOD (PARTS)	WARRANTY PERIOD (LABOUR)
Tank	Reclaim Energy Glass-Lined tank (GL)	10 years	5 years
	Reclaim Energy Stainless steel (SS)	15 years	5 years
Heat pump	PCB (main)	**Reclaim/Panasonic Heat Pump (Non Wi-Fi)** 7 years (HE-UM60AR) **Reclaim Wi-Fi Heat Pump** 10 years (EHPE-4550P-A)	**Reclaim/Panasonic Heat Pump (Non Wi-Fi)** 7 years (HE-UM60AR) **Reclaim Wi-Fi Heat Pump** 10 years (EHPE-4550P-A)
	PCB display		
	Motor		
	Sensors * 6 (Compressor charge/discharge, water inlet/outlet, ambient and frost thermistors)		
	Reactor		
	Expansion valve coil		
	Water Pump		
	Refrigeration components (compressor, evaporator, water heat exchanger) – Unit replacement		
Controller	Reclaim Energy Controller and sensor lead	**Non Wi-Fi Controller** 7 years **Wi-Fi Controller** 10 years	**Non Wi-Fi Controller** 7 years **Wi-Fi Controller** 10 years
Valves	850 kPa PTRV	5 years	5 years
	Quickie Kit	5 years	5 years

Table 1: Residential component warranty table.

* Reclaim Energy covers 7 years parts and labour for the Reclaim heat pump (Non Wi-Fi) compressor and 10 years parts and labour for the Reclaim Wi-Fi heat pump compressor. Service costs are capped as per service schedule of rates being 2 hours labour maximum including travel up to 25km. Travel charge outside of this 25km range to be paid by customer.

1.4 GENERAL WARRANTY CONDITIONS

1 System size must align with the hot water demand. Systems operating for more than 15 hours per day will not qualify for warranty claims, as this indicates they are undersized. Each heat pump should be designed to operate for no more than 15 hours daily. If the operating hours exceed this limit, additional heat pump units or tanks must be added to meet the load requirements.

2 Failing to install or maintain the system per instructions of the installation manual may void the warranty.

3 To the extent that a claim falls under the 'Parts and Labor' Warranty Period, the Warranty covers the repair and/or replacement of such failed component in domestic use and any associated labor costs free of charge. Please note the cost of freight is for customer to pay.

4 The decision to repair or replace the component that is the subject of the Warranty will be entirely at the discretion of Reclaim Energy.

5 Where a Reclaim Energy component, as per Table 1, in domestic use, is repaired or replaced by Reclaim Energy, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.

6 Reclaim Energy reserves the right to alter the design, components or construction to its Reclaim Energy Australia Domestic hot water system or custom design. Such alterations shall not constitute a defect in design or construction under this Warranty.

7 Any claim under this Warranty must include full details of the defect and/or damage to the Reclaim Energy Australia Domestic hot water system or component(s) in domestic use. All claims must be made within one (1) month of the detection of the defect.

8 Dated proof of purchase is required prior to commencement of any work under this Warranty.

9 Reclaim Energy will bear the full cost of parts and labour for repairs, provided the issue arises within the warranty period and meets the warranty terms.

10 Reclaim Energy does not warrant any installation work conducted by the installer of the RECLAIM ENERGY Domestic hot water system or component(s) in domestic use.

11 This Warranty only applies to the Reclaim Energy domestic hot water system and its components, or component(s) in domestic use and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the Reclaim Energy Domestic hot water system or component(s) in domestic use.

12 To the extent permitted by law, Reclaim Energy shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Reclaim Energy domestic hot water system or component(s) in domestic use or any other matter related to the system or its operation.

13 The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Reclaim Energy Domestic hot water system or component(s) in domestic use, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

14 Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/ replace the goods.

15 This Warranty is effective for all Reclaim Energy Domestic hot water system or component(s) in domestic use installed from the Issue Date of this Policy.

16 If the Customer has not paid in full for the Reclaim Energy Domestic hot water system or component(s) in domestic use, then this Warranty does not apply (Proof of purchase is a MUST).

17 The Reclaim Energy domestic hot water system and its components or component(s) in domestic use are covered by a warranty against defective factory parts or workmanship from the date the Reclaim Energy domestic hot water system or component(s) in domestic use is installed for the relevant period for such component as outlined in Table 1 – Warranty Periods. If the date of installation is unknown, the Warranty commences three (3) months after the date of manufacture.

18 Reclaim Energy 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 Reclaim Energy heat pump hot water system is covered by Reclaim Energy for any cost of labour and parts in the event of a Component failure due to any defects that may arise either from workmanship and or faulty material. The Warranty commences on the date of installation.

20 Reclaim Energy does not accept liability for consequential damage or any incidental expenses resulting from any breach of the Warranty.

21 The Reclaim Energy warranty does not cover the following:

a Subject to any statutory provisions to the contrary, claims for damages to walls, foundations etc. or any other consequential loss caused either directly or indirectly by leakage from the heat pump hot water system or any other faults.

b Warranty does not cover any faults that may arise from connecting to a water source that is unfiltered such as dams bore water, rainwater, rivers etc.

22 The warranty will be rendered void in the following circumstances:

a Failure due to misuse, natural disasters, Acts of God, accidental damage, installation by an installer who is not unauthorized to install a Reclaim Energy heat pump hot water system or incorrect installation and attempts to repair Reclaim Energy by an unqualified person.

b Repairs and service carried out by a person who is not a Qualified Service Person or Authorized Service Agent.

c Faults caused by incorrect installation, water problems and or electricity supply.

23 Where the Reclaim Energy heat pump hot water 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.

24 This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from:

1 Accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind.

2 Incorrect or improper installation of the Reclaim Energy heat pump hot water system, including but not limited to, installation otherwise than in accordance with the instructions contained in the owner's manual supplied by Reclaim Energy or incorrect system selection.

3 Alteration or repair of the Reclaim Energy Hot Water Heating System other than by a licensed plumber or by an approved Reclaim Energy agent.

4 Attachment of any parts or accessories other than those manufactured or approved by Reclaim Energy.

5 Freezing in regions with minimum temperatures below -10 C.

6 The power supply to the Reclaim Energy Hot Water Heating System being cut;

a power surges;

b animals, birds and/or rodents;

7 Excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere.

8 Faulty plumbing and/or electrical wiring.

9 Sludge/sediment as a result of connection to a water supply from filtered or treated sources ie. spring, dam bore water, rainwater, river or town supply from a bore.

10 Contamination and corrosion from particles in the water supply.

11. Serial tags/stickers on any of the components being removed or defaced.

12. The Reclaim Energy Hot Water Heating System being relocated from its original point of installation.

1.5 HEAT PUMP WARRANTY CONDITIONS

1 All Reclaim Energy heat pump hot water system must be installed by a licensed installer.

2 Only a licensed professional must Install, Commission or Service Reclaim Energy heat pump hot water system.

3 All Reclaim Energy heat pump hot water system must be installed in accordance with Manufacturer's Installation Instructions and in Accordance with local regulations, municipal building codes and current AS/NZS 3000, AS/NZS 3500, AS 3498 and AS/NZS 5601.

4 If the Reclaim Energy heat pump hot water system has not been installed in accordance with Manufacturer's Installation Instructions or installed as to be easily accessible for servicing, a service charge may apply.

5 The integration with tank and controller should follow the instructions in the installation manual.

6 The operational conditions should not exceed from those specified in the installation manual (i.e. -10 to 43°C).

7 The storage tank MUST have a 850 kPa PTRV installed, while the main cold pressure to the hot water system is limited by a 500 kPa PLV.

8 Electricity supply to the heat pump unit must be accordance with the relevant Australian standards as well as guidelines in the installation manual (i.e. 240 V supply and 20 A circuit breaker).

9 An external controller MUST be connected to the heat pump unit that controls the operation of heat pump. Note that an external controller is integrating storage tank and the heat pump unit.

10 Where a component may have failed under warranty and is replaced, the component replaced will only be covered by the warranty for the balance of the appliance warranty period.

11 Water quality must be within limits specified in Table 2.

1.6 TANK WARRANTY CONDITIONS

1.6.1 RECLAIM ENERGY STORAGE TANKS

i. Note that the water quality parameters must not be exceeded as Table 2.

ii. Any system alteration such as replacing a PTRV not rated to the specification of the manufacture or over exceeding temperature/pressure due to non-compliance installation with regards to Australian standards and/or installation manual will void the warranty.

iii. Alterations or repair of the Unit other than by an accredited and licensed service agent or technician are not covered. Attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by the tank manufacturer are not covered by this Warranty.

Total Dissolved Solids	< 600 mg/L or ppm
Total Hardness (CaCO3)	< 200 mg/L or ppm
Electrical Conductivity	850 µS/cm
Chloride	< 300 mg/L or ppm
pH Level	Min 6.5 to Max. 8.5
Magnesium	< 10 mg/L or ppm
Sodium	< 150 mg/L or ppm
Iron	< 1mg/L or ppm
Alkalinity (as CaCO3)	< 200 mg/L or ppm
Dissolved (free) CO2	< 25 mg/L or ppm

Table 2 Water quality requirement for Reclaim Energy Hot Water Heat Pump Installation.

iv. Regarding labour, applicable within State Capital City metropolitan areas, as determined by Reclaim Energy Outside these areas, the unit or parts are to be returned, unless otherwise arranged, to Reclaim Energy or a service agent nominated by Reclaim Energy. All freight and insurance charges (both ways) are the responsibility of the owner. When making a warranty claim, it is the responsibility of the owner to provide proof of original purchase and the date of installation. The unit must be installed by appropriately qualified tradesperson in accordance with relevant industry standards and local statutory authority regulations. Responsibility for repairs to the unit will not be accepted unless authorization to carry out repairs has been previously given by Reclaim Energy. Where a warranty claim has been made and it is found that the fault is not within the unit, all costs will be charged to the owner. The warranty does not extend to any consequential loss or damage, which may be a result of the operation or non-operation of this unit, subject to any statutory warranty to the contrary.

v. This Warranty applies only to the Unit and does not cover any ancillary plumbing or electrical parts supplied by the installer such as pressure limiting valve, tempering valve, line strainer, stop cocks, non-return valve, electrical switches, pumps or fuses, or faulty installation.

vi. The Unit must be installed by a licensed tradesperson in accordance with the instructions set out in the manual supplied with the Unit and/or any relevant statutory requirements. If the Unit is located in a position that does not comply with the installation instructions or relevant statutory requirements, then this Warranty does not cover major dismantling or removal of cupboards, doors, walls or special equipment and/ or excessive labour, at the determination of the tank manufacturer, to make the Unit accessible for repair or replacement.

vii. As required by legislation, any claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to defects of any kind in a Unit will only be met by the tank manufacturer where the damage could be considered reasonably foreseeable, and the installed unit complies with the manufacturers installation instructions and all relevant statutory requirements.

viii. In addition to this Warranty, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This Warranty must be read subject to such legislation and nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

ix. If the tank manufacturer fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

a Replacement of the Unit.

b Repair of the Unit.

c Payment of reasonable costs of having the Unit repaired.

1.6.2 RECLAIM ENERGY GLASS-LINED TANK

i. Reclaim Energy glass-lined storage vessels against faulty workmanship and materials. This warranty shall not apply to such Unit or part thereof, which has been the subject of fixed temperature settings in excess of 80oC, or if any repairs have been made by any person not approved by Reclaim Energy.

ii. For this tank, Reclaim Energy Will;

iii. For the period up to and including the 10th year after the date of installation: repair or replace defective components or, at the discretion of Reclaim Energy provide a replacement unit or parts. Note that the cost of labour to repair the unit will be the responsibility of the customer after the first year.

1.6.3 RECLAIM ENERGY STAINLESS STEEL TANKS

The warranty does not apply to cosmetic defects, accidental damage, misuse or abnormal use of the heat pump hot water system or discoloration of the surface or tarnishing of fittings from adverse conditions, all of which require normal service to maintain them. The full replacement is within first 6 years, and from year 7 through to year 15 from date of purchase, Reclaim Energy shall replace or repair on a pro-rata basis set out in the scaling scale below:

1. Year 7: Reclaim Energy 90%- Customer 10%
2. Year 8: Reclaim Energy 80%- Customer 20%
3. Year 9: Reclaim Energy 70%- Customer 30%
4. Year 10: Reclaim Energy 60%- Customer 40%
5. Year 11: Reclaim Energy 50%- Customer 50%
6. Year 12: Reclaim Energy 40%- Customer 60%
7. Year 13: Reclaim Energy 30%- Customer 70%
8. Year 14: Reclaim Energy 20%- Customer 80%
9. Year 15: Reclaim Energy 10%- Customer 90%

Note that the % represents the proportion the customer will pay based on the current Reclaim Energy price list for material and labor (where applicable).

1.7 CONTROLLER WARRANTY CONDITIONS

The following information may be required to determine if the Product issue is eligible for coverage under the terms of this Limited Warranty.

1 Information related to the way the Product was installed.

2 The history of operation.

3 Any repairs that may have been made.

4 Evidence that the Product was installed by a qualified, licensed contractor.

5 Evidence that the Product was installed in accordance with the applicable Products Installation Manuals and any special written design or installation guidelines by Reclaim Energy.

6 Evidence that the Product was installed in accordance with all applicable local building, plumbing and electrical codes.

This warranty shall be void and shall have no effect if:

(a) The design or structure of the Product is attempted to be modified or altered in any way, including by not limited to attaching non- Reclaim Energy approved appliances or equipment;

(b) The Product is not installed or repaired in accordance with applicable local codes;

(c) The Product is not installed by qualified, suitably licensed persons;

(d) The installation was not completed in line with the guidelines of the then current Reclaim Energy installation manual;

(e) Product serial tag or other identification is defaced or removed;

(f) Any operation exceeds the documented design limits of the system components or materials. (g) Temperature sensors fail due to water ingress, electrical shorting, or electrical interference; (h) Product is installed in an environment that exceeds the specified operating range;

(g) Failure is due to lightning damage, electrical power interruption or dirty power supply;

1.8 CONTACT INFORMATION FOR WARRANTY CLAIMS

For any warranty-related enquiries or to initiate a warranty claim, please contact:

COMPANY NAME:
Solar Thermal Australia Pty Ltd
(trading as Reclaim Energy)

BUSINESS ADDRESS:
65/1 Porter Street, Byron Bay, NSW 2481

TELEPHONE:
1300 383 815

EMAIL:
warranty@reclaimenergy.com.au

HOW TO MAKE A WARRANTY CLAIM

To initiate a warranty claim, please follow these steps:

1. Contact Reclaim Energy by phone or email.

2. Provide the following information:

   - Product serial number
   - Photos of the system to verify correct installation or source of issue
   - A detailed description of the issue you are experiencing with the product

3. Reclaim Energy will review your claim to confirm warranty eligibility.

4. Once the warranty is validated, we will arrange the necessary parts and labour to carry out repairs as soon as possible.

PRODUCT REGISTRATION

To register your system for warranty purposes, please complete the details of your purchase.

ONLINE

Fill in the form on our website:
reclaimenergy.com.au/warranties

POST

Fill in the form on Page 9 and send to:
Reclaim Energy
PO Box 627
Byron Bay NSW 2481

EMAIL

warranty@reclaimenergy.com.au

YOUR WARRANTY DETAILS

Please fill in and keep a copy for your records

Your name: _____

Your mailing address: _____

State: _____ Postcode: _____

Product Details: _____

Heat Pump Serial Number: _____

Hot Water Tank Serial Number: _____

Date of Purchase/Installation: _____ / _____ / 20 _____

Suppliers Name: _____

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Issue 14 | January 2025