

Instruction Manual



Eco Alliance Heat Pump Water Heater

Covering model numbers for residence

ECO-135LEB

ECO-155LE

ECO-155LS

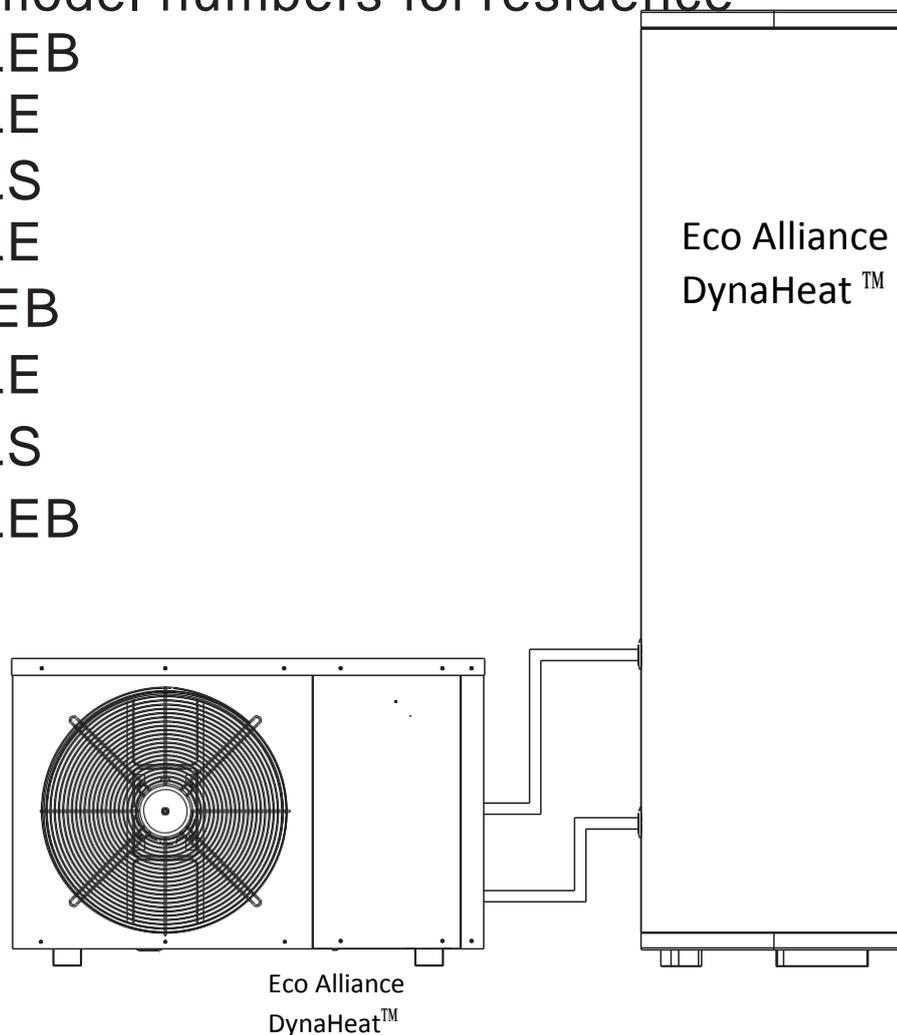
ECO-215LE

ECO215LEB

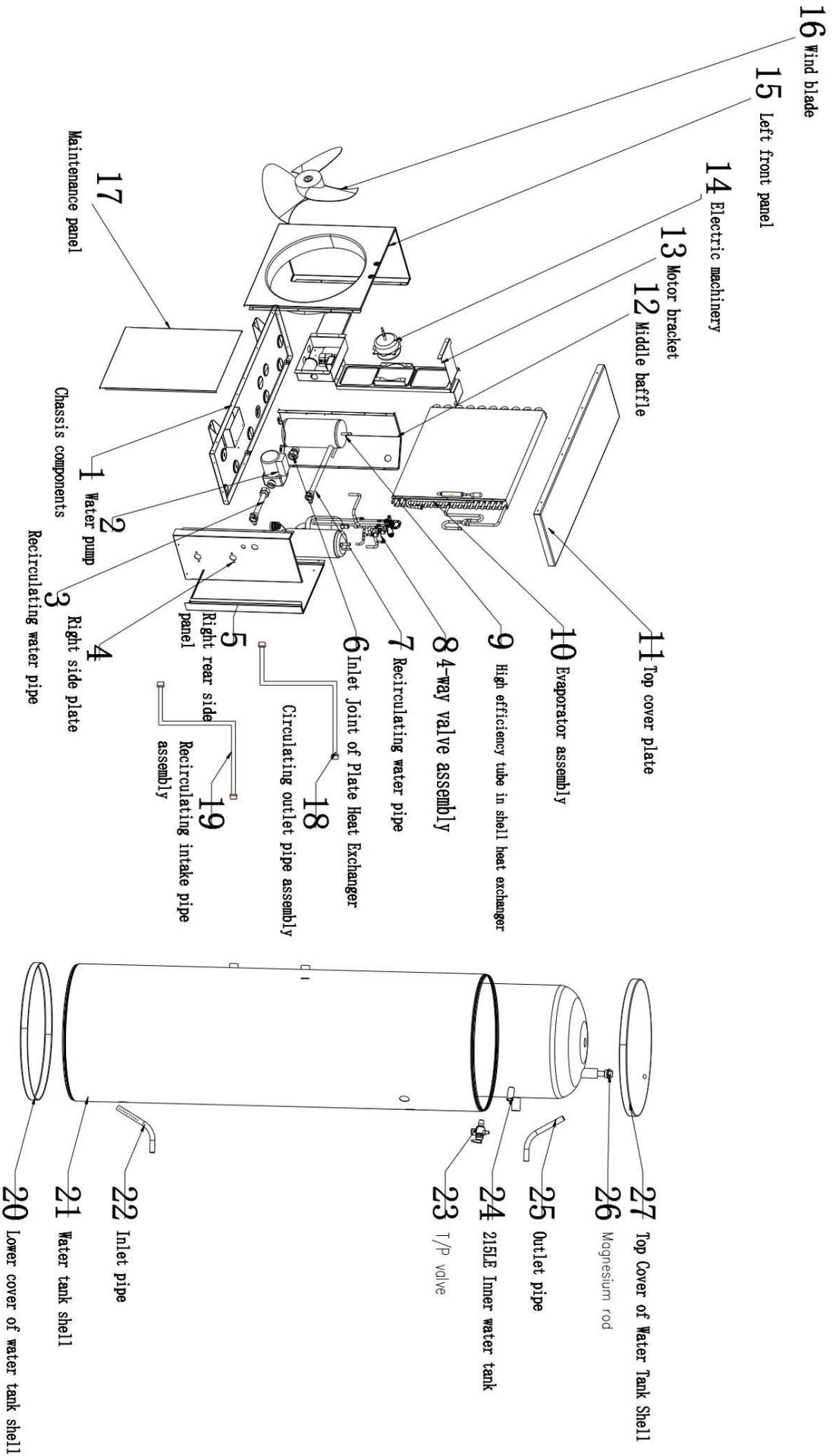
ECO-260LE

ECO-260LS

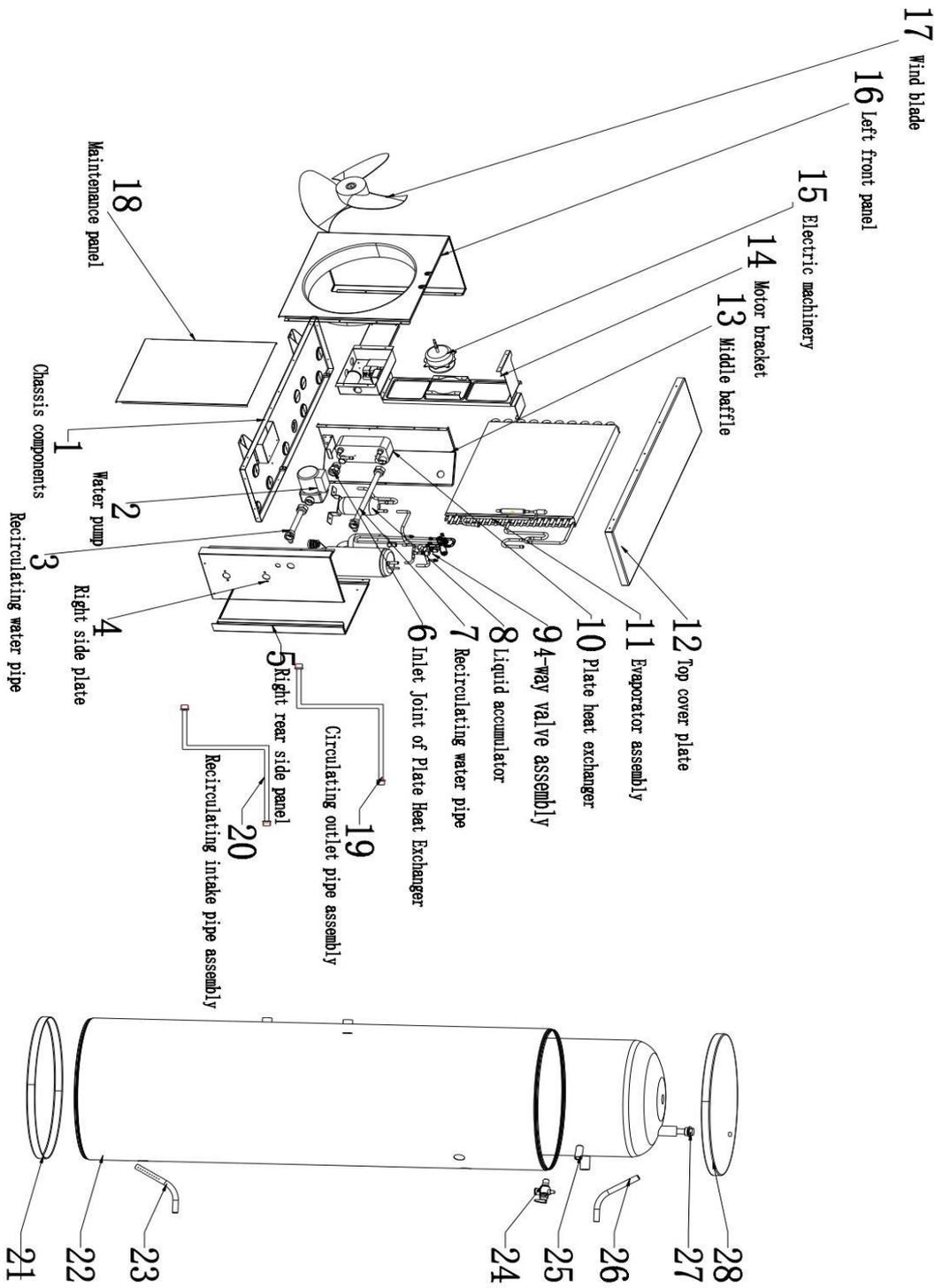
ECO-290LEB



This appliance is not to be used 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. Children being supervised are not to play with the appliance.



ECO-135LEB / ECO-215LEB/ECO-290LEB



ECO-15LE ECO-15LS ECO-21LE ECO-26LE ECO-26LS

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Note: Every care has been taken to ensure accuracy in preparation of this publication.

No liability can be accepted for any consequences that may arise as a result of its application. Eco Alliance is in a process of continuous improvement; therefore, specifications may be different to those referenced in this manual. Please contact Eco Alliance International or its distributors for the latest specifications at the time of install.

Safety precautions

Please ensure you fully observe the precautions

The following instructions need to be fully followed to prevent any harm to users and others; or damage to your property.

- The extent of the possible harm or damage caused by misuse of the product falls under the following classifications.

 <h2>Warning</h2>	<p>The column with this classification indicates “the extent of harm that includes the possibility of death or serious injury”.</p>
 <h2>Caution</h2>	<p>The column with this classification indicates “the extent of harm/damage that includes the possibility of injury or damage to property”.</p>

- The type of content to be observed can be explained with the following visual classifications.

	<p>Indicates content requiring “attention”.</p>
	<p>Indicates content that is prohibited.</p>
	<p>Indicates content with “instructions” that need to be fully followed.</p>

⚠ Warning

Do not touch the faucet while hot water is being supplied.



Do not touch

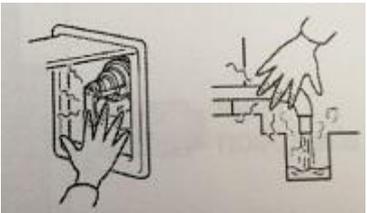


Could result to being burnt by hot water.

Do not touch the relief valve, drainage pipe, drain outlet or drain elbow when inspecting the relief valve or while draining hot water.



Do not touch



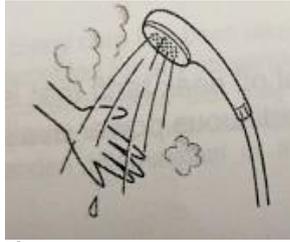
Could result to being burnt by hot water.

Check the water temperature before supplying any hot water or taking a shower.



Do not touch

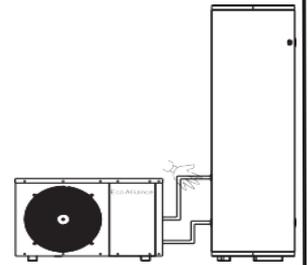
Could result to being burnt.



Do not touch the heat pump unit pipes or hot-water supply pipes.

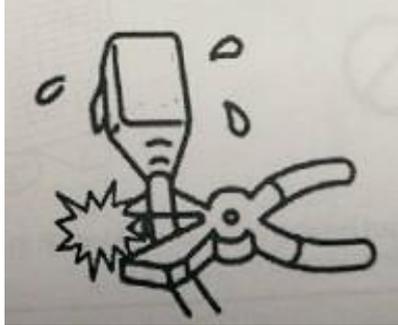


Could result to being burnt.

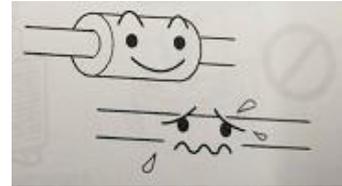


⚠ Warning

Do not use any damaged, altered, or bundled power cords.



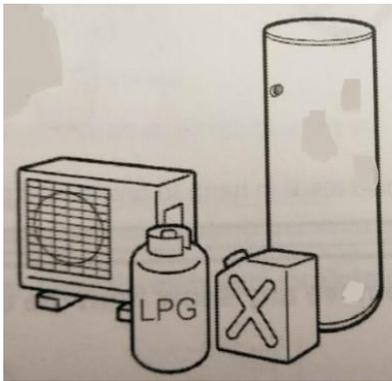
Verify that all the piping has been insulated.



Any of the pipes freezing up and getting damaged could result in scalding or water leaking.

Please contact the dealer on insulating the pipes.

Ensure that the product is removed from any gas containers, sources of fire, and flammable substances.

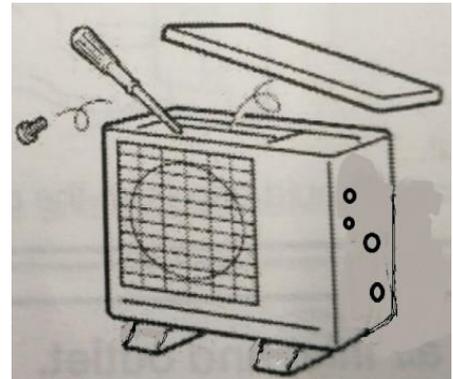


Sparks from the electrical parts of the product could result in fire.

Do not disassemble, repair or alter the product in any way.



Do not disassemble



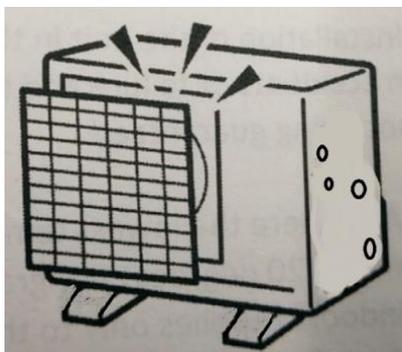
Could cause electric shock or fire.

Contact the dealer for repair.

Do not open the front board of the hot water storage unit or the heat pump unit cover.



Do not disassemble

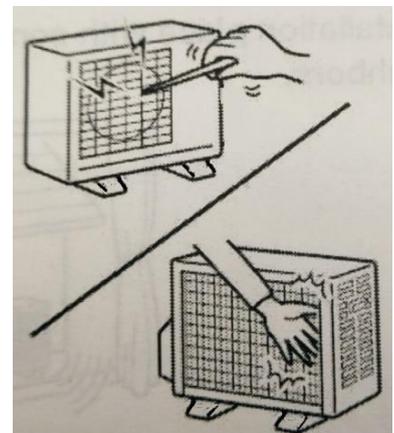


Could cause electric shock.

Do not poke your fingers or a stick into the air inlet (fins)/air outlet of the heat pump unit.



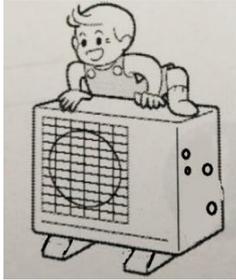
Attention- Rotating object



Could cause injury.

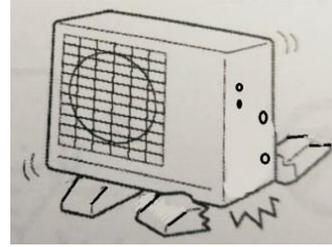
⚠ Caution

Do not climb or put anything on top of the unit. Do not apply any force to the piping.



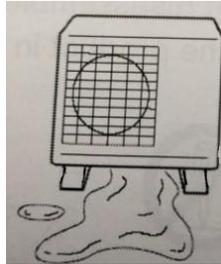
Could result in injuries from a fall or being scalded.

Do not use the heat pump unit if the installation blocks have been damaged.



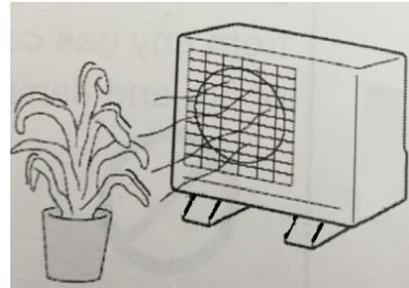
Damaged installation blocks could cause the heat pump unit to fall over and cause injury.

Do not put anything susceptible to humidity under the heat pump unit.



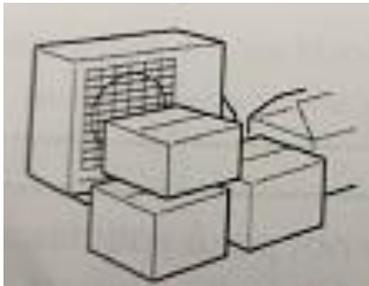
Water could drain out. In addition, condensation could drip from the pipe connections.

Ensure no animal or plant life is placed directly in front of where air is blown from the unit.



Could cause harm to animal and plant life.

Do not block the air inlet and outlet.



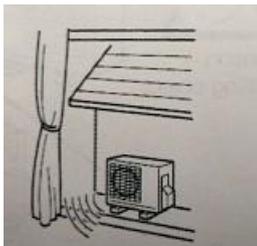
Could harmfully influence performance and lead to failure.

Remove any snow from the units after snowfalls.



Snow building up around the heat pump unit and hot water storage tank unit could result in malfunction and failure.

Select an installation place with consideration given to neighbors.



Please select a place where noise and vibration while operating will not bother your neighbors.

Check the installation conditions of the unit.

Installation of the unit in the following places could result in accidents or failure and the performance of the unit not being guaranteed.

- Anywhere the lowest temperature reached is under minus 20 degrees centigrade
- Indoors (Applies only to the heat pump unit)
- Anywhere not completely flat, unstable or where drainage is difficult
- Ensure not to put anything around the heat pump unit.
- Could result in poor performance and unexpected problems.
- During winter in particular, please pay attention to any snow coverage.

⚠ Caution

Do not use the shower or any hot water for at least one minute after recovery from a power cut.



Hot water may unexpectedly exit from the shower.

When using the emergency water cock, first verify the temperature of the hot water and ensure to only use a heat-resistant vessel.



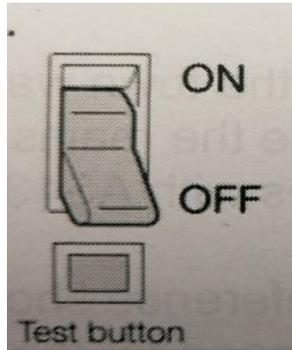
Hot water will be discharged. Ensure to avoid being burnt. Glass vessels could be broken by the heat.

In the case of any abnormality turn the earth leakage breaker to "OFF".

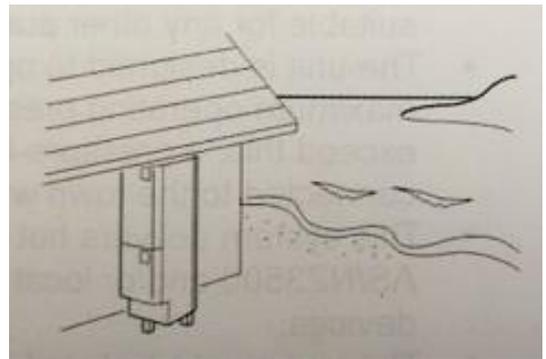


Use of the breaker in any abnormal situation, could cause electric shock or fire.

Please contact the dealer from whom you purchased the product.

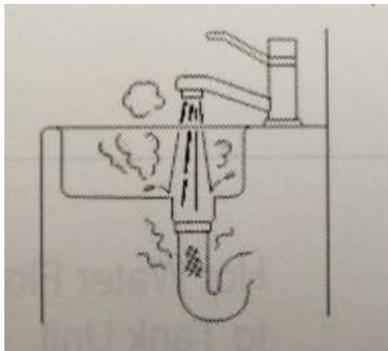


Do not install the unit anywhere it will be exposed to seawater.



Could cause the unit to malfunction.

Do not run the hot water directly into sink outlets etc.



Could result to being burnt or the drainage pipe being damaged by the hot water. Ensure to mix with cold water when running the hot water.

WARNING:

IF THE HOT WATER SYSTEM IS NOT USED FOR TWO WEEKS OR MORE, A QUANTITY OF HIGHLY FLAMMABLE HYDROGEN GAS MAY ACCUMULATE IN THE WATER HEATER. TO DISSIPATE THIS GAS SAFELY, IT IS RECOMMENDED THAT A HOT TAP BE TURNED ON FOR SEVERAL MINUTES OR UNTIL DISCHARGE OF GAS CEASES. USE A SINK, BASIN, OR BATH OUTLET, BUT NOT A DISHWASHER, CLOTHES WASHER, OR OTHER APPLIANCE. DURING THIS PROCEDURE, THERE MUST BE NO SMOKING, OPEN FLAME, OR ANY ELECTRICAL APPLIANCE OPERATING NEARBY. IF HYDROGEN IS DISCHARGED THROUGH THE TAP, IT WILL PROBABLY MAKE AN UNUSUAL SOUND AS WITH AIR ESCAPING.

Warnings:

WARNING - THIS APPLIANCE MAY DELIVER WATER AT A HIGH TEMPERATURE. REFER TO THE PLUMBING CODE OF AUSTRALIA (PCA), LOCAL REQUIREMENTS AND INSTALLATION INSTRUCTIONS TO DETERMINE IF ADDITIONAL TEMPERATURE CONTROL IS REQUIRED.

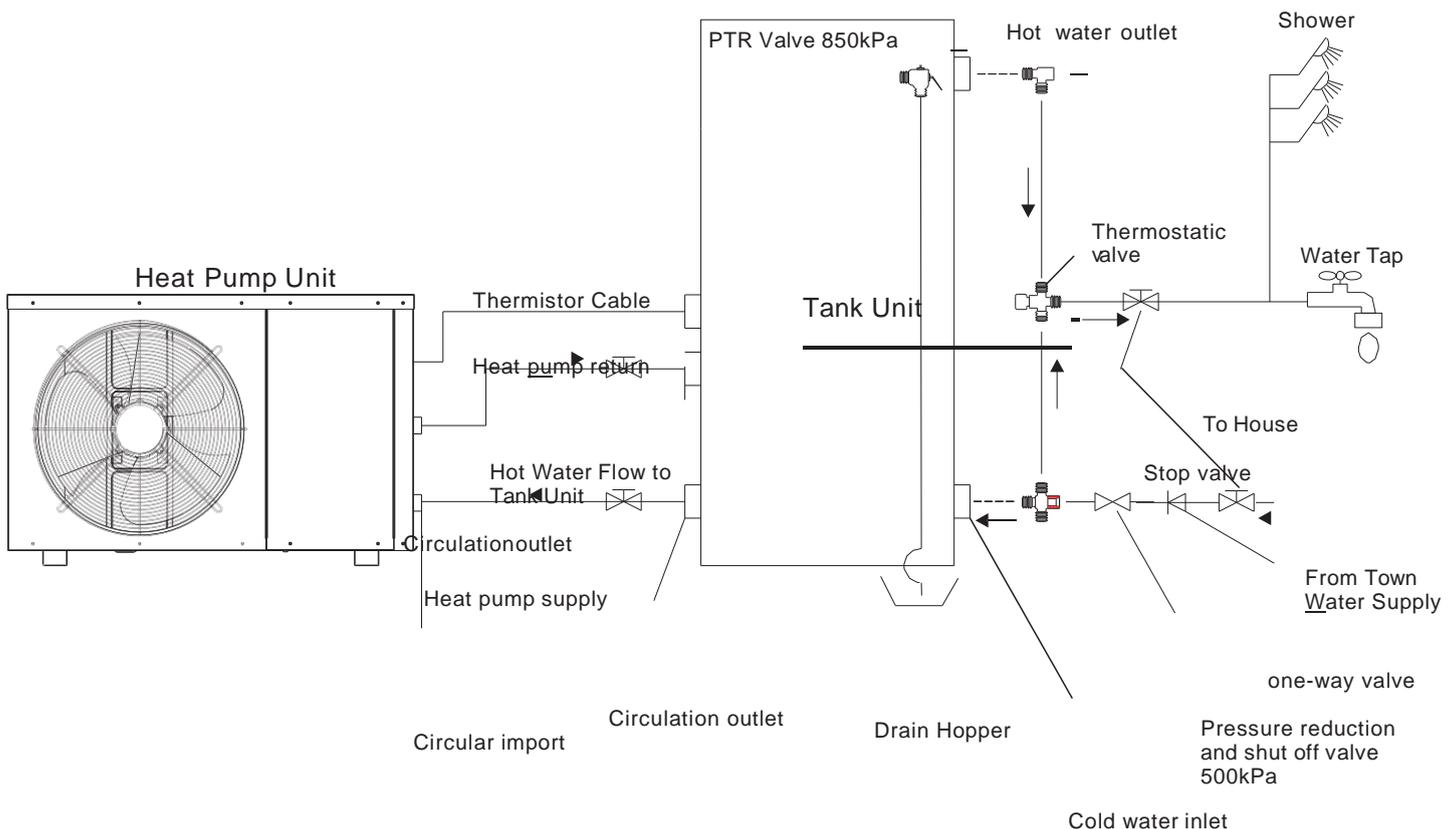
WARNING - FOR CONTINUED SAFETY OF THIS APPLIANCE IT MUST BE INSTALLED, OPERATED, AND MAINTAINED IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS.

Installation details

This Eco Alliance ECO Hot water Heat Pump System must be installed by a licensed person in consideration of the following standards and regulations:

- Installation shall conform to the Plumbing Code of Australia (PCA).
- HB 263-2004 Heated water systems plumbing industry commission.
- AS/NZS 3000 Electrical installations (known as the Australian/New Zealand wiring rules).
- Notice to Victorian customers from the Victorian Plumbing Industry Commission. The Victorian Building Act 1993 requires that this Heat Pump Water Heater System must be installed by a licensed person. Only a licensed person will provide a Compliance Certificate, showing that the work complies with all the relevant standards. Only a licensed person will have insurance protecting their workmanship for six years.
- The unit has been specifically designed for domestic hot water heating and is not suitable for any other purpose.
- The unit is designed to operate when connected to the town water supply with an operating pressure of Rated Pressure 500kPa. To ensure the main pressure does not exceed, a pressure-limiting device that complies with AS1357 must be connected to the town water supply line.
- The unit must be stored and transported in an upright position. Failure to do so may render the unit faulty. Such failure is not covered under any warranty agreements. Failure to comply with the above conditions will void the warranty.

Figure 2: Typical installation layout



Trouble-shooting guide

If you faced a problem using our heat pump water heater system, please check the following things prior to calling for a support.

Status	Considerable Causes	Action to take
No hot water comes out of water tap	Small or no hot water is left in the storage tank	-Stop using hot water and wait for about 1 hour -Consider a change of the electricity supply off-peak mode (Length of power-supply hours may be too short for the water heating cycle to cover the hot water consumption)
	Air removing procedure from the heat pump system may be insufficient.	-Open the water drain plugs on the Heat Pump Unit to remove air from water circuit. (Be careful for burning)
Temperature of hot water is too low	Filter on cold inlet connector may be blocked	-Check the filter and remove if there is any blockage
	Water flow speed may be dropped due to heat pump piping bend, blockage or crush.	-Check for any piping bend or crush and remove if there's any
	Pipes may be frozen.	-If frozen area is found on the piping, melt the ice on the pipe and provide a heat insulation
	Stop valve is closed.	-Open the valve.
	Air absorption is not sufficient due to a blockage on the evaporator.	-Remove the object blocking the air flow through the evaporator (e.g. fallen leaves, grass, snow, etc.)

For those problems not listed above, an inspection provided by a skilled engineer is required. Please contact the distributor.

Caution:

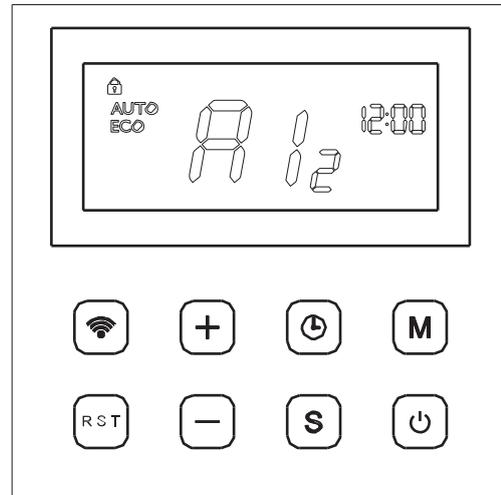
Do not shut the electricity supplied to the heat pump system, even if you go away from home and not using hot water for a long while. If the system is equipped with freeze protect heaters, do not shut the power supply to the heaters as well.

Failure to do so may cause a crack on the pipes due to the pipes getting frozen.

Error Codes

When an error has occurred, an LED on the operation panel turns on and an error code is displayed on the LED display. The panel does not turn to the display sleep mode while the error code is shown.

Figure 3: Error Code example



Below is the list of the error codes. If the corrective action does not solve the error problem, a malfunction of the PCB is highly likely.

Error code	Error contents	Solution
A12	Low pressure switch protection	Switch off power and reconnect. If this fault occurs frequently, please contact the authorized contractor
A13	Protection of high-pressure switch	Switch off power and reconnect. If this fault occurs frequently, please contact the authorized contractor
A21	Water tank temperature sensor	Automatic recovery If this fault occurs frequently, please contact the authorized contractor
A22	Fault of coil temperature sensor	Automatic recovery If this fault occurs frequently, please contact the authorized contractor
A23	High Pressure Temperature Sensor	Automatic recovery If this fault occurs frequently, please contact the authorized contractor
A25	Air Temperature Sensor	Automatic recovery If this fault occurs frequently, please contact the authorized contractor
A26	Low Voltage Temperature Sensor	Automatic recovery If this fault occurs frequently, please contact the authorized contractor

Removing air from the system

- The following steps must be taken to ensure all air is removed from the system. Incorrect removal of air may cause the water temperature to vary.
- Plumb pipes to the tank unit and the heat pump unit.
- Push up the lever on the PTR valve to open, and fill the tank unit with water.
- Confirm that the water comes out of the relief valve and then close the lever.
- Open the hot water taps at home to remove air.
- Close the hot water taps at home after no air is confirmed in the water.

Figure 4: Air removing process



PTR valve lever

Plumb pipes to Storage Tank Unit and Heat Pump Unit.

Push up the lever on the PTR valve to open, and fill in the tank with water. Confirm the water comes out of the relief valve, and then close the lever.

Relief valve reading gear should be operated **AT LEAST ONCE EVERY SIX MONTHS**.

If water does not discharge freely when the lever is operated, the valve should be checked by an authorized agent.

Electrical connections

- Electrical installation should be done only by a licensed electrician who carries out the work according to the relevant regulations for electrical safety and wiring.
- Follow the wiring rules for the breaker rating and the thickness of the electrical wiring.
- Verify that the tank unit is full of water and the water stop cocks are open before turning on the power.

System operation outline continuous power

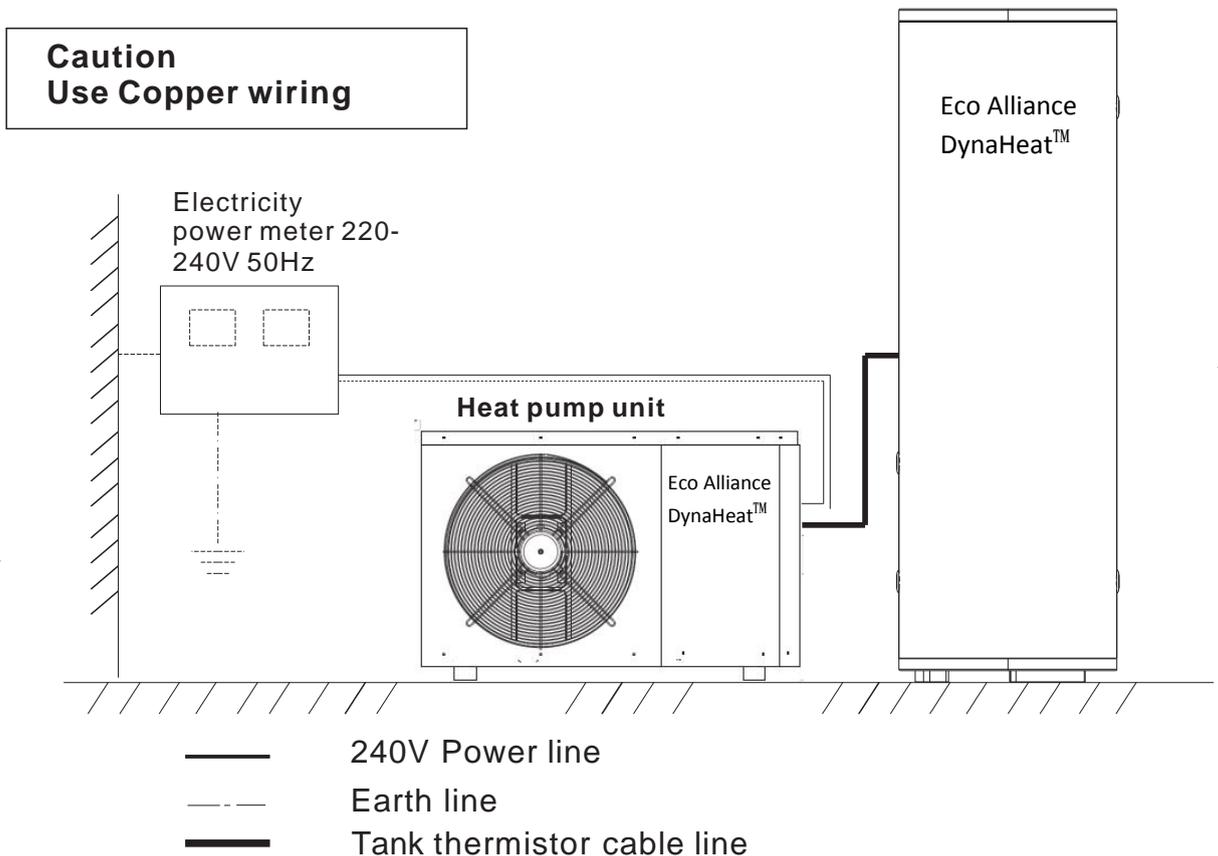
- The system runs its water heating cycle once a day to fill up the storage tank unit with heated water.
- If the block out time function is selected (setting is covered in Installation Manual) the unit will not operate during the block out times - this function is typically used on installations that have time of use electricity tariffs.
- The water heating cycle operation starts automatically when the residual hot water in the tank unit becomes less than 45°C.
- The system will not run if the electrical power supply is cut off (i.e. if it is connected to off-peak power). However, the system will automatically start operation, once the electricity becomes available.

System operation if connected to off-peak electricity

- There are no special settings for the off-peak connection. The system will run once the power becomes available and the temperature in the tank drops below the set point of the tank thermistor. If connecting the unit to off-peak, ensure that the off-peak tariff provides a minimum of 2 hours continuous power, as it can take at least 2 hours to fill the tank unit with hot water, if the ambient temperature is lower than 10, this can be longer.
- If the unit is connected to off-peak and consumption has been higher than normal, hot water might not be available until the next power supply cycle.
- Daily frequency and amount of hot water consumption may also affect the duration of the heating cycle operation.

Select the electrical supply mode that best suits the customer's hot water consumption. The type of off-peak connection may need to be changed if hot water supply is not maintained as required.

Figure 5: Outline of electrical system connections



How to connect power line

Please note

Electrical installation should only be done by a licensed electrician

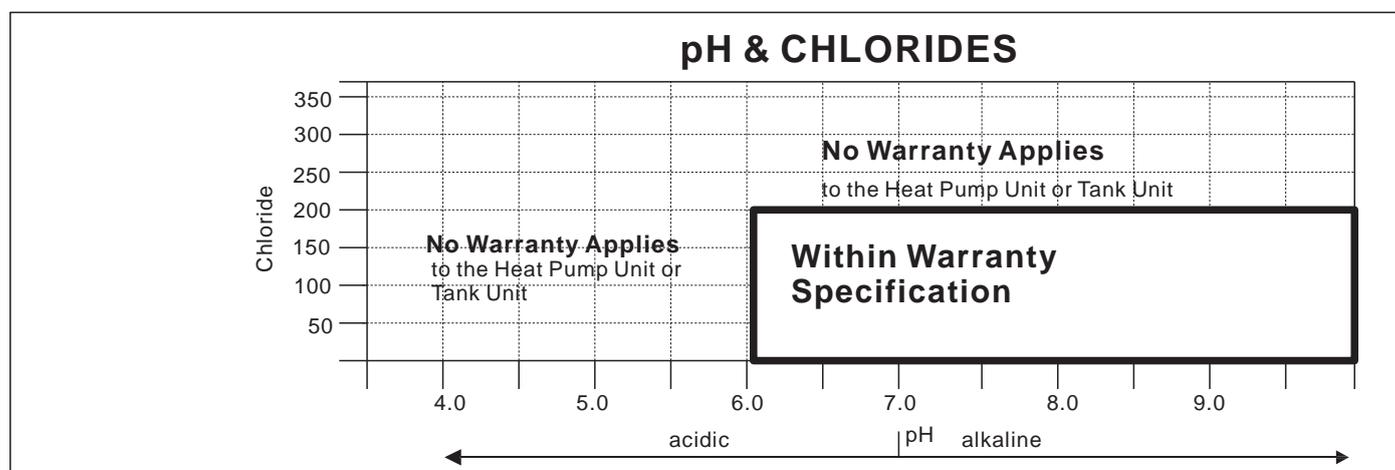
- Connect the power supply line to the terminal block.

Water supply Quality

Chloride and pH

In high chloride water supply areas, the water can corrode some parts and cause them to fail. When the chloride 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 6.0. 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 6.0 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 6:



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. When 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 installation manual.

Circulating Water Pump Flow

Changing or alternating from one water supply to another can have a detrimental effect on flow rate in loop between heat pump and tank: 390L/h; actual measurement: 6.5L/min $6.5 \times 60 = 390\text{L/h}$

Periodic Inspection

- It is recommended that a periodic inspection of the operating controls, heating elements and wiring should be made by service personnel qualified in electric appliance repair. Most electrical appliances, even when new, make some sound when in operation. If the hissing or singing sound level increases excessively, please check the unit.
- Additionally, it is also recommended that the evaporator and refrigeration circuit are checked every two years for dust and residues. In dusty environments it may be necessary to have the appliance checked and cleaned on a more regular basis.

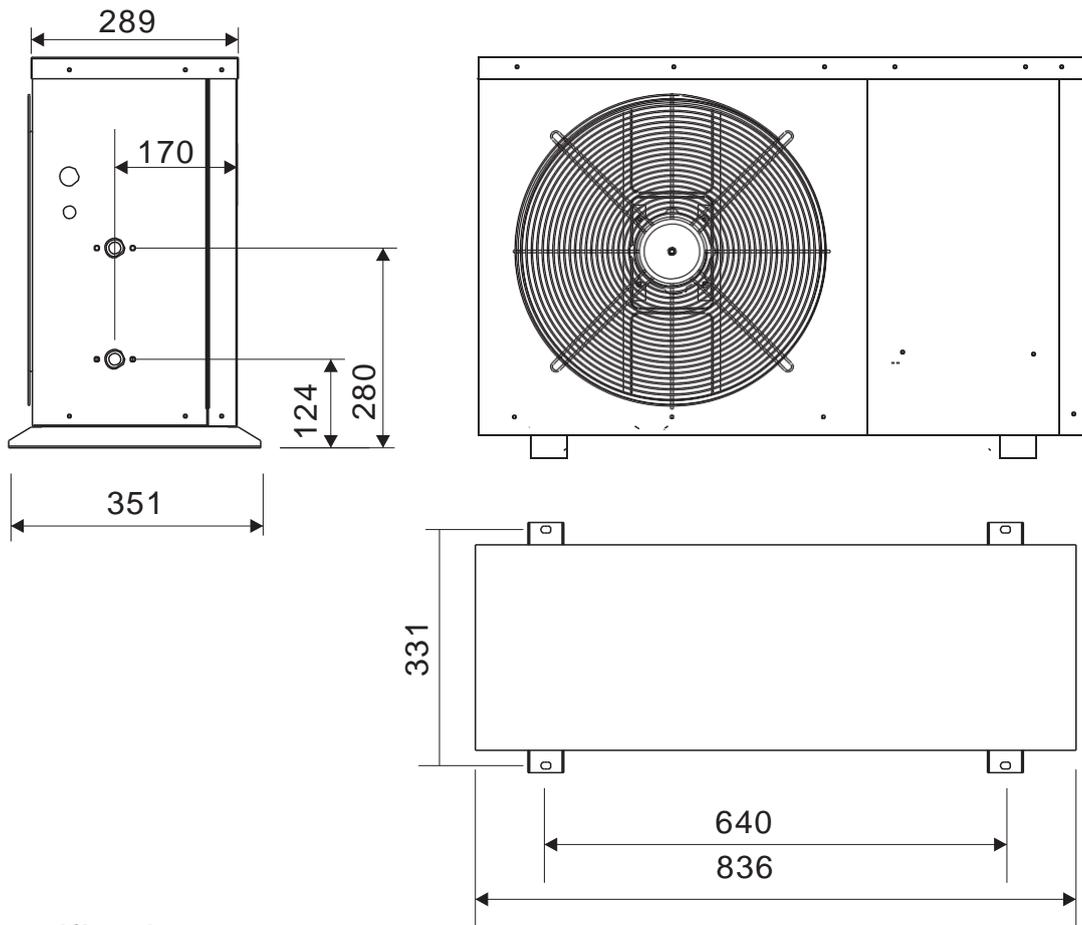
- Relief valve reading gear should be operated AT LEAST ONCE EVERY SIX MONTHS. If water does not discharge freely when the lever is operated, the valve should be checked by an authorized agent.

Checking the anode replacing if required

(Frequency: Every Half Year- Replace if required)

The anode protects the inner lining of your hot water tank. When the anode becomes degraded the level of protection diminishes. It is recommended that the anode is periodically checked for its level of degradation and gets replaced if required.

- Turn off the power, and turn off the cold-water inlet valve. Open a hot water tap, and decrease the pressure of the inner container.
- Open the drain port, and release about 20 litres of water.
- Remove the top cover by removing the locking screw and rotating in a clockwise direction the electrical compartment and put aside.
- Release the front casing, disconnect the disk.
- Locate the anode position on the left-hand side.
- Remove the anode cover by releasing the two screws.
- Unscrew the anode and lift directly up.
- Check for degradation.
- If still in suitable condition, refit ensuring an effective seal.
- If anode is in an unsuitable condition, replace with a new one, ensuring an effective seal.
- Re-open the cold-water inlet valve.
- Open a hot water tap until hot water flows out, then turn off the hot water tap.
- Turn on the power to restart the unit.
- Now the unit can be used as normal.

Technical data**Heat pump Unit Dimension****Specification:**

ECO-155LE/ECO-155LS/ECO-215LE/ECO-260LE/ECO-260LS

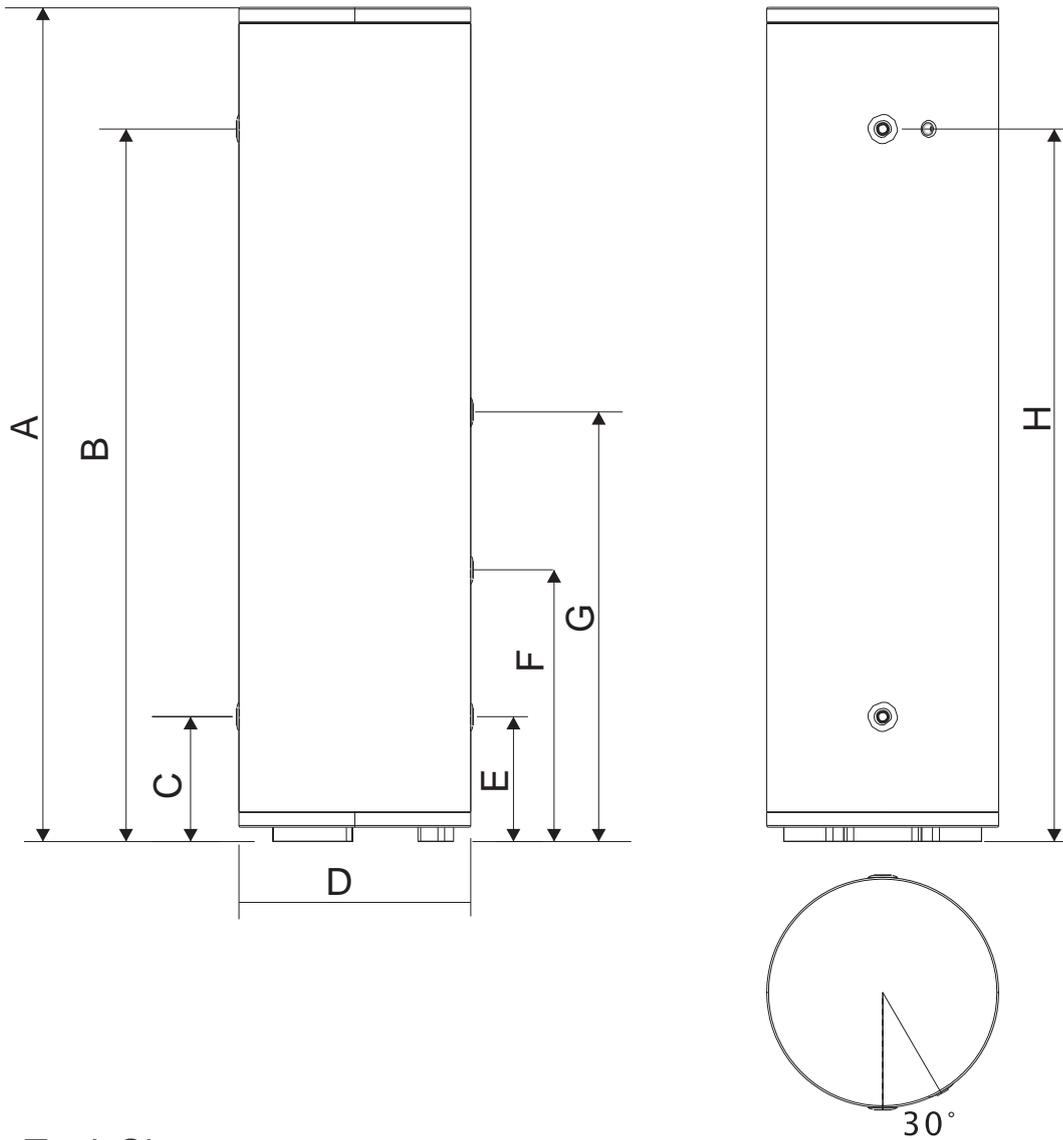
Refrigerant type	R410a
Mass volume	900g
Running ambient air temp.	-7°C/+40°C
Setting Outlet water temp	35~60°C (1°Cstep)
Product weight	30kg
Thermal capacity	3.5kw
Average input power	0.85kw
COP	4.23
Max power input	1.25kw
Circuit Breaker Size	5.43
Design Pressure (High/Low)	4.4/0.6MPa
Protection Raining Class	IPX4
Rated Pressure	500kPa
PTR Valve:	850kPa

ECO-135LEB/ECO-215LEB/ECO-290LEB

Refrigerant type	R410a
Mass volume	900g
Running ambient air temp.	-7°C/+40°C
Setting Outlet water temp	35~60°C (1°Cstep)
Product weight	30kg
Thermal capacity	3.5kw
Average input power	0.81kw
COP	4.51
Max power input	1.25kw
Circuit Breaker Size	5.43
Design Pressure (High/Low)	4.4/0.6MPa
Protection Raining Class	IPX4
Rated Pressure	500kPa
PTR Valve:	850kPa

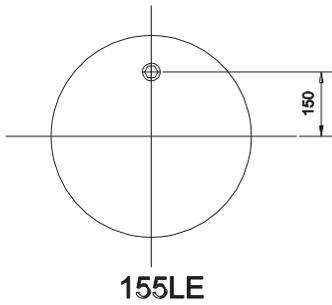
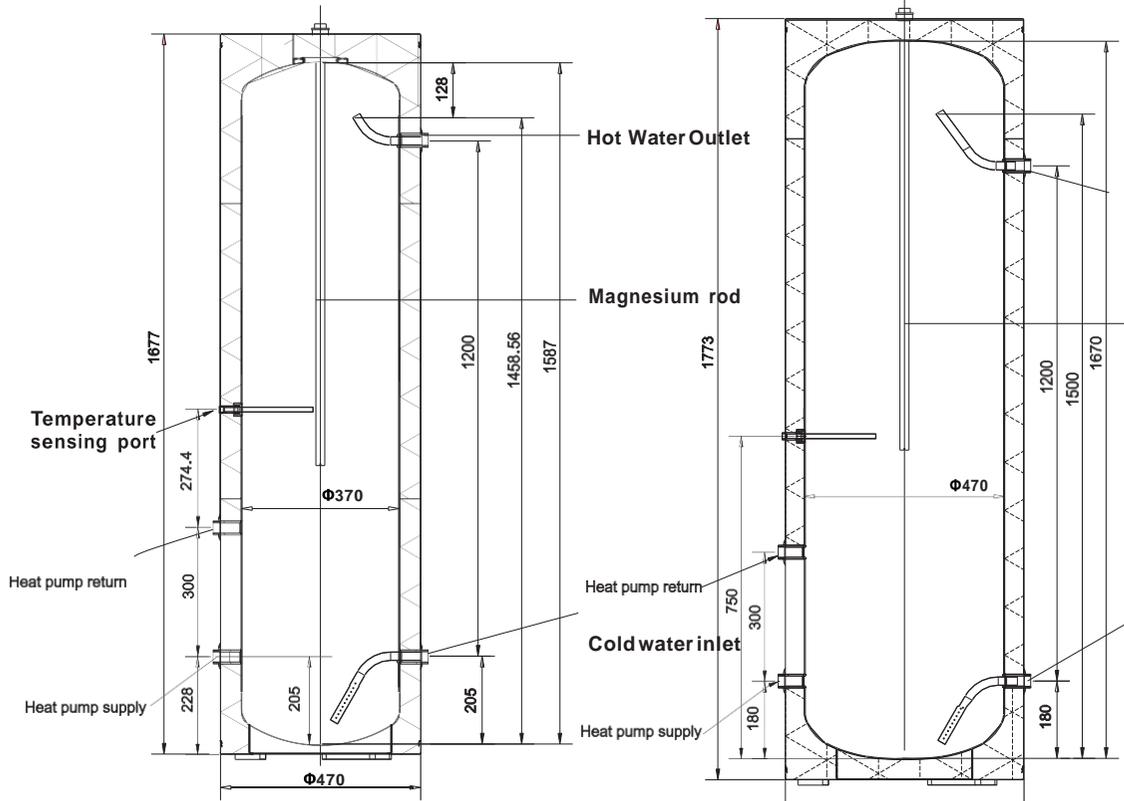
- ▶ 1: Factory default settings 55°C
- ▶ 2: Test condition: Outlet water setting 55°C, Inlet water 14°C
Ambient temperature Dry Bulb 19°C/Wet Bulb 15°C
- ▶ A pressure reducing valve is to be fitted in the installation

Hot water storage tank unit
 REFER Drawing provided with tank



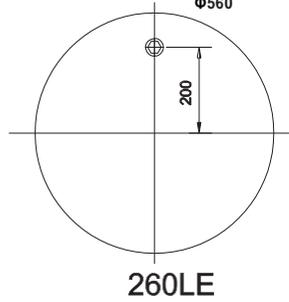
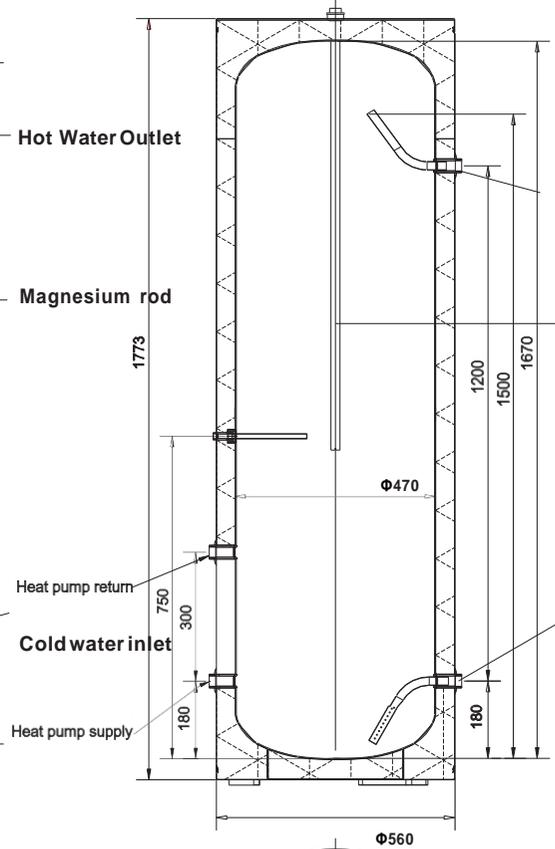
Water Tank Size

Model No:	ECO-155LE	ECO-155LS	ECO-260LE	ECO-260LS	ECO-215LE	ECO-215LEB	ECO-135LEB	ECO-290LEB
A. (Height)	1690	1690	1780	1780	1810	1810	1590	1850
B. (Hot Water)	1445	1445	1445	1445	1534	1515	1326	1576
C. (Cold Water Inlet)	245	245	245	245	284	265	276	275
D. (Diameter)	Φ470	Φ470	Φ560	Φ560	Φ510	Φ510	Φ470	Φ580
E. (Heat Pump Flow)	245	245	245	245	234	265	276	275
F. (Heat Pump Return)	545	545	545	545	534	515	576	574
G. (Sensor Port)	810	810	805	805	834	820	856	874
H. (PTR Valve)	1445	1445	1445	1445	1534	1520	1326	1574



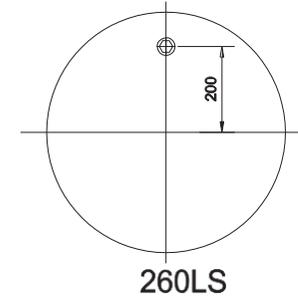
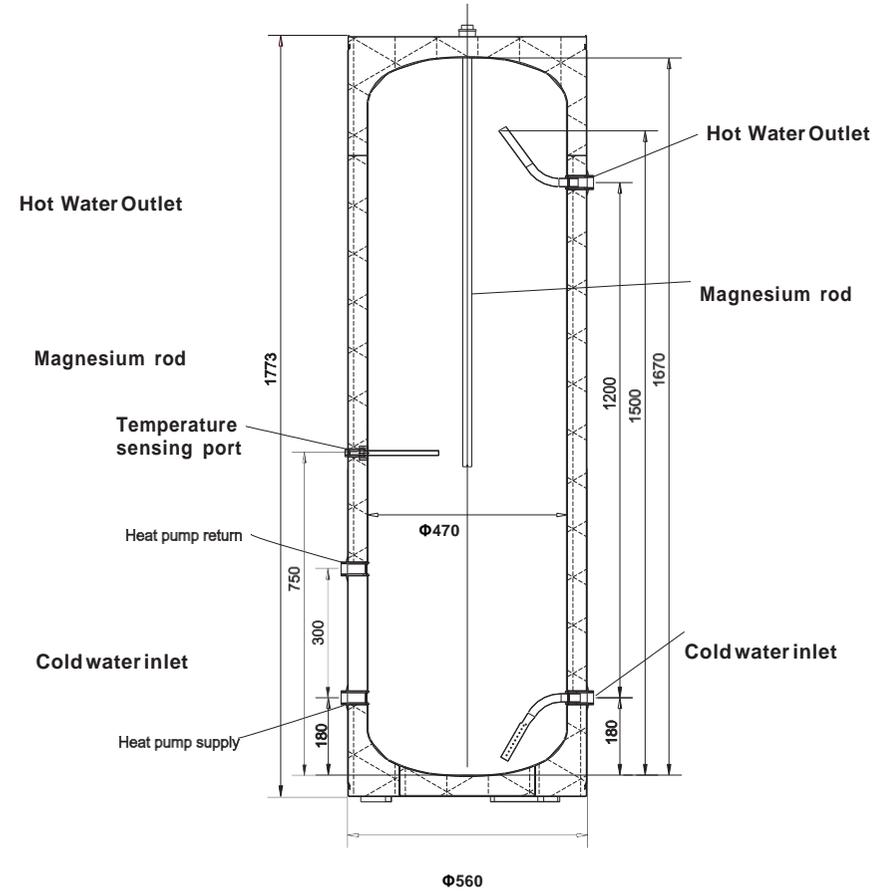
155LE

wall thickness:0.002m



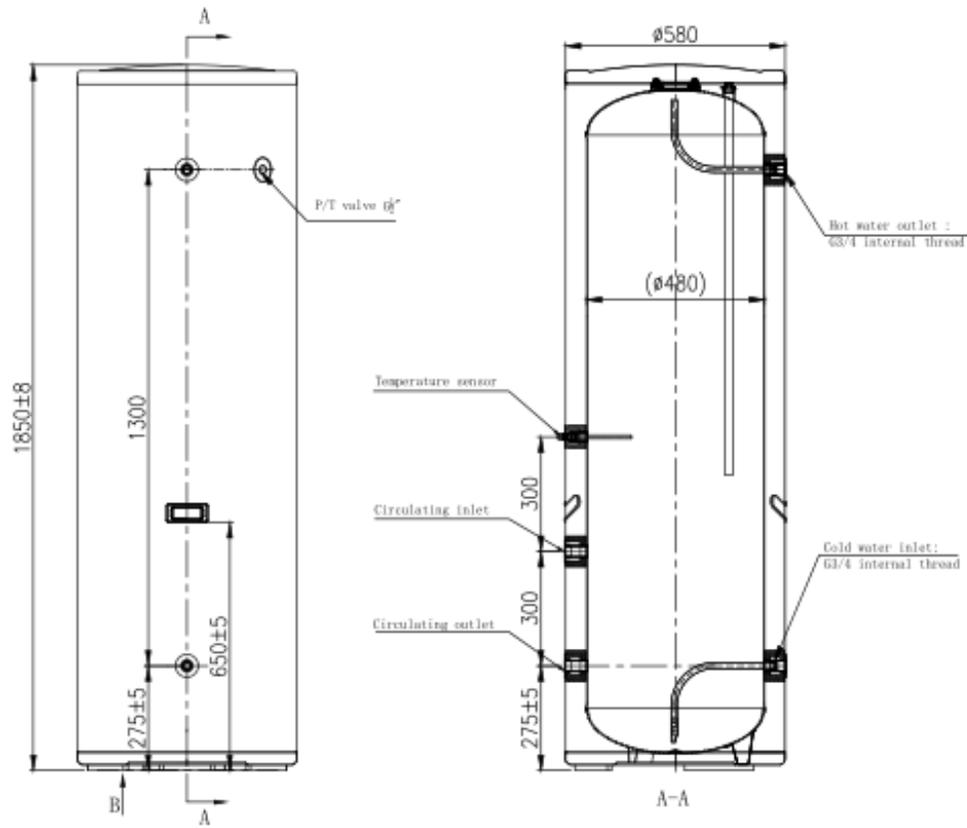
260LE

wall thickness:0.003m

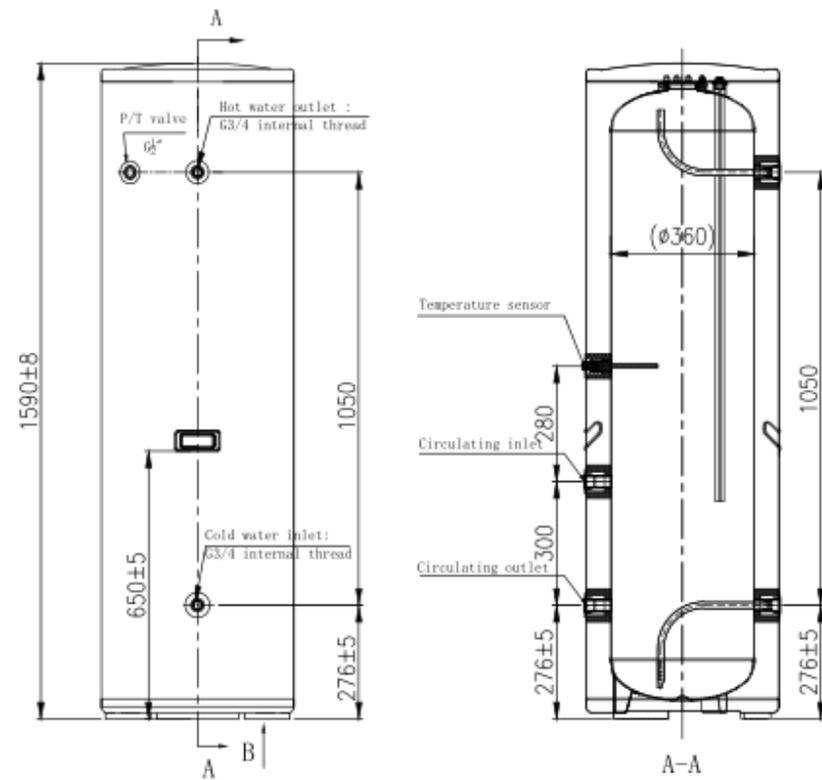


260LS

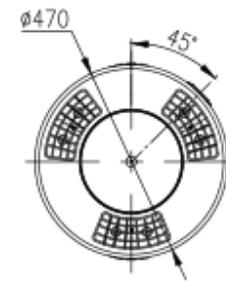
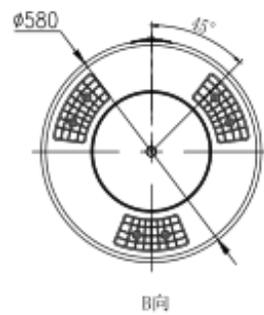
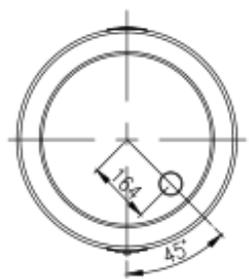
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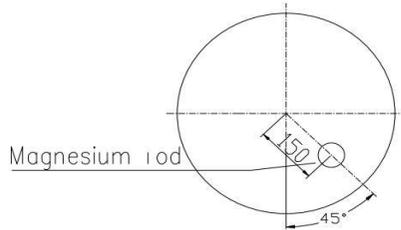
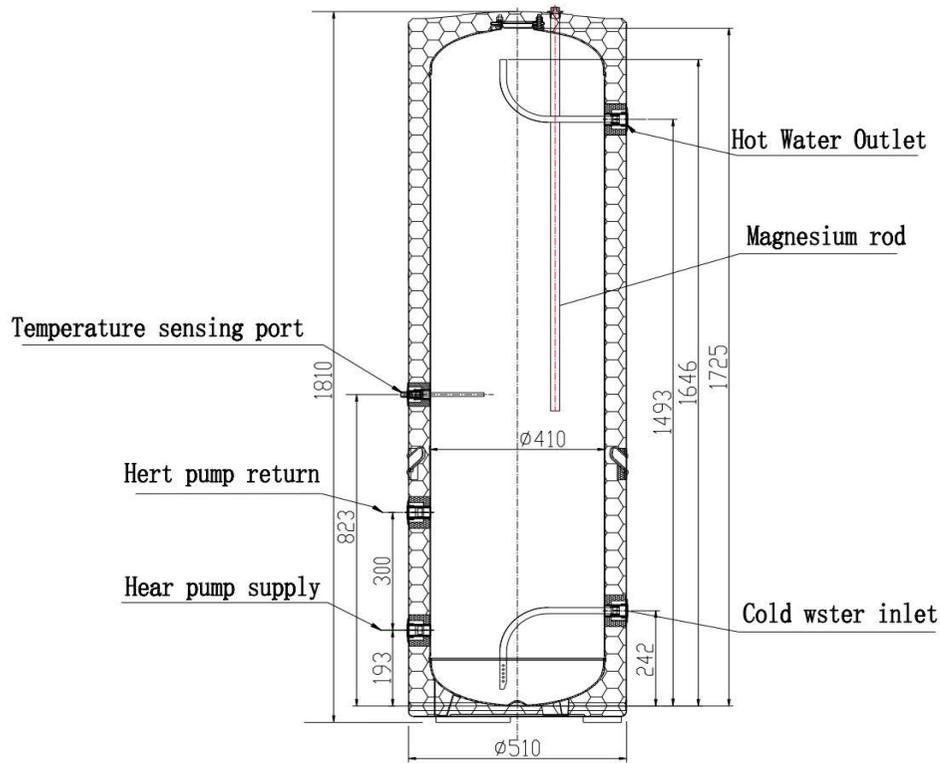


290LEB

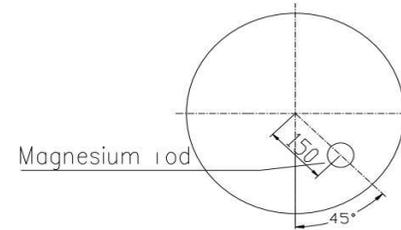
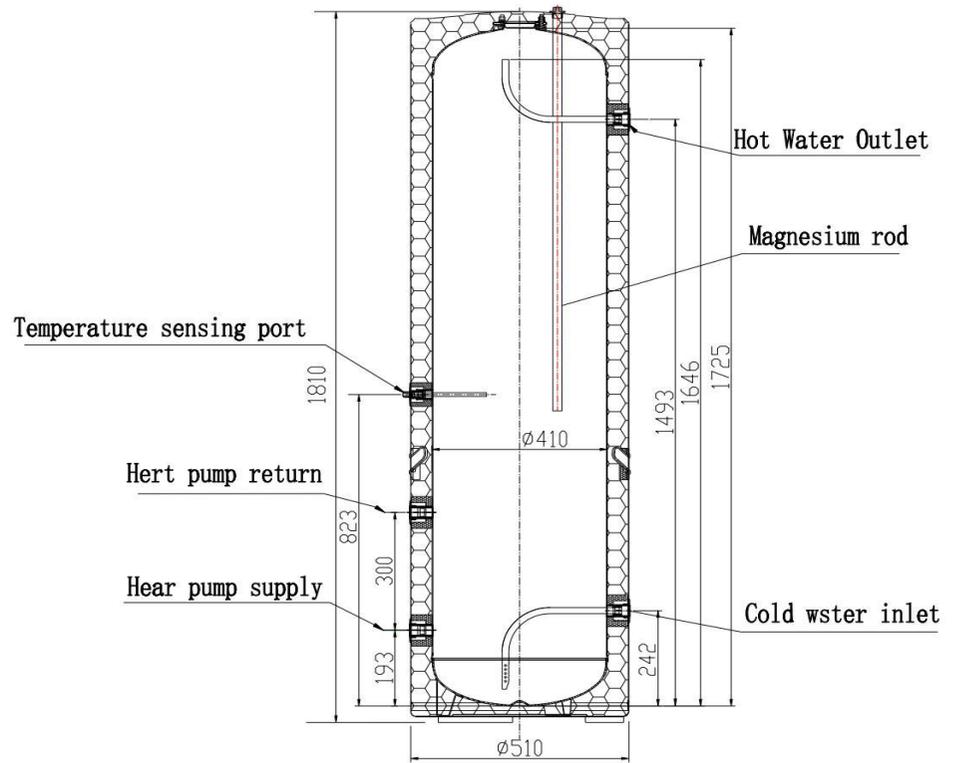


135LEB





215LE
wall thickness:0.002m

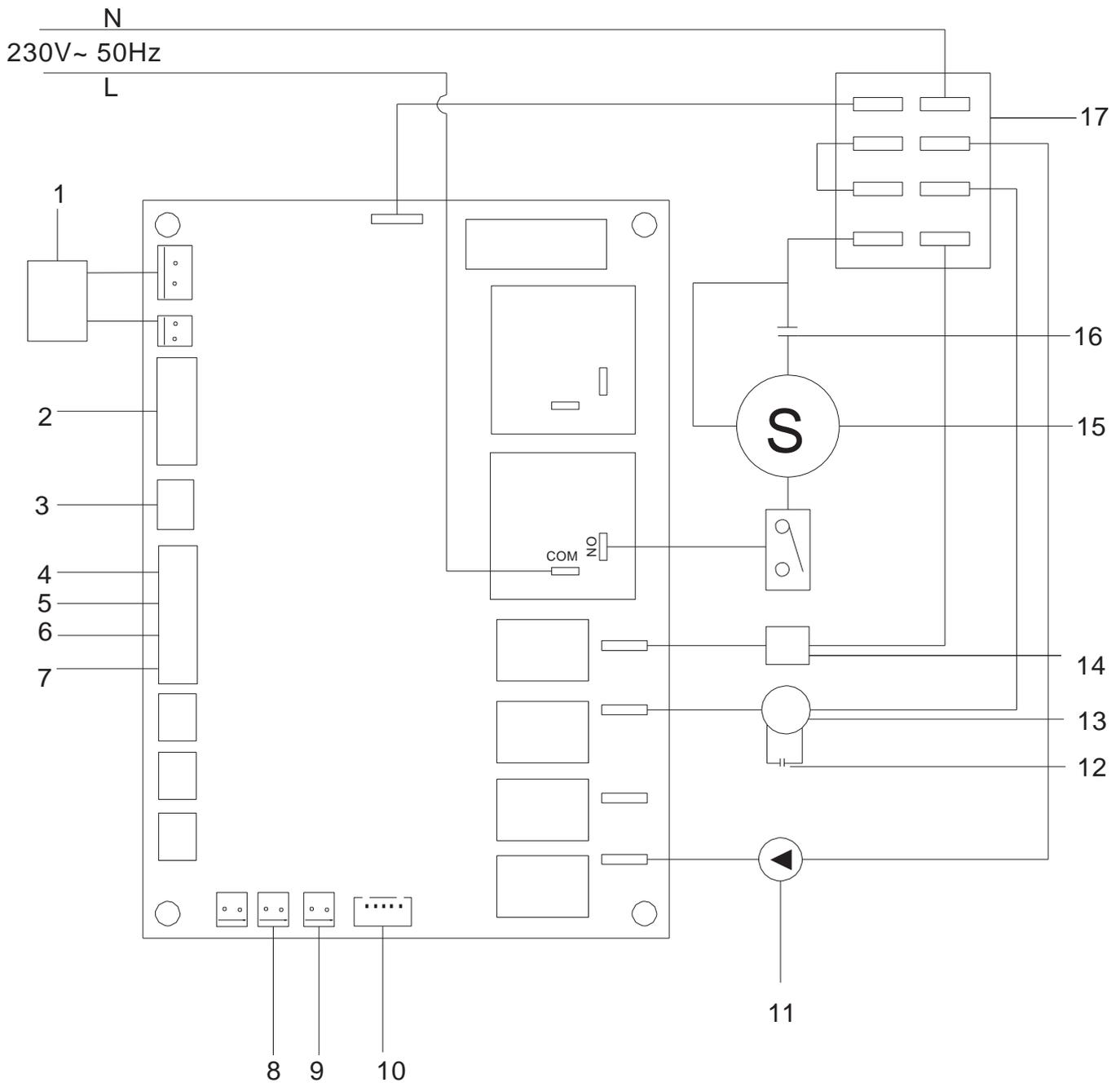


215LEB
wall thickness:0.002m

Push-button operation instructions

- 1) **Switching Operation:** “” Switch on and off by pressing.
- 2) “” : When powered on, press (M) to switch running modes (Automatic mode/Energy saving mode).
- 3) **Temperature setting:** Press the '+' or '-' button under the main interface to view the set temperature. At this time, display the 'set temperature' and flicker. Continue to press the '+' or '-' button to adjust the temperature. Press the '' button to save the settings and exit after setting. If there is no operation within 5 seconds, the system will automatically remember the user settings and return to the main interface. Press button and hold for 10 seconds to enter the forced defrosting mode.
- 4) **Setup Time**
 - Press the " " to set the entry time. Time is adjusted as follows:
Hour →Minute→out.
 - Adjust the corresponding time values by "▲" and "▼".
 - Automatically quit 30 seconds without pressing any key.
 - Press the " " to exit during the setting process.
- 5) **Timer adjustment operation**
 - Press " "3S" to enter timing setting.
 - Timing 1: At this time, “Timed On 1” flashes, press “▲” and “▼” to adjust the hour. After adjustment, press  “ Timed 1 flashes, press “▲” and “▼” to adjust the minute again. Press  to enter the setting of “Timer Off 1”, the setting mode is the same as “Timed On 1”.
 - Timing 2: Press the “ ” key again to enter the setting state of “Timed On 2”. The setting method is 1 when the timing is 1.
 - Timing 3: Press the “ ” key again to enter the setting state of “Timed On 3”. The setting method is 1 when the timing is 1.
 - Automatically quit 30 seconds without pressing any key.
 - Press the " " to exit during the setting process.
- 6) **Factory parameter setting**
 - Press the "RST" three times in succession and enter the factory parameter setting. The parameter adjustment mode is the same as the advanced setting. This parameter adjustment mode will solidify the factory parameter.
- 7) **Parameter restore factory default parameter (RST)**
 - In the non-set state, press the "reset (RST)" button for more than 4 seconds to display the "dEF", then press the " " button to restore the current parameters to the factory parameters. (Note: Detailed settings of factory parameters can be found in "factory parameters settings")
- 8) **Legionella control method – provide details of control strategy**
 - Compressor opens automatically at 2:00 a.m. every Monday (constant temperature shutdown and standby status can be opened)
 - Disinfect once a week.
 - The default is: 61 °C, 32 min;

Wiring Diagram



- | | |
|------------------------------------|----------------------------------|
| 1) Transformer | 10) Electronic expansion valve |
| 2) Display | 11) Water pump |
| 3) Water tank temperature sensor | 12) Motor capacitance |
| 4) Exhaust Temperature Sensor | 13) Electric machinery |
| 5) Ambient Temperature Sensor | 14) Four-way reversing valve |
| 6) Gas recovery temperature sensor | 15) Compressor |
| 7) Coiler temperature sensor | 16) Compressor startup capacitor |
| 8) High-pressure switch | 17) Connection terminal station |
| 9) Low-pressure switch | |

Warranty Policy

Warranty Conditions

1. The ECO Alliance 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. When 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. When 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.
4. 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.
5. The Heat pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the ECO Alliance Heat Pump Water Heater System literature.
6. This warranty is for parts only, any and all labor costs associated with diagnosis, removal of the faulty part and installation of replacement parts will solely be the owner's responsibility.

Warranty Exclusions

1. Repair and replacement work will be carried out as set out in the Eco Alliance 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 an Eco Alliance accredited service agent or the Eco Alliance service department.
3. If it is found that there is nothing wrong with the Heat Pump Water Heater System; when the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high water pressure; if there is no flow of hot water due to faulty plumbing; when water leaked are related to plumbing and not the Heat Pump Water Heater System or its components; if there is a failure of electricity or water supplies; when the supply of electricity or water does not comply with relevant codes or acts.
4. When the Heat Pump Water Heater System or its component has failed directly or indirectly as a result of excessive waterpressure.
5. Overflow vent drain has not been installed or blocked or corroded.
6. When the Heat Pump has rusted as a result of a corrosive atmosphere;
7. When the unit fails to operate or fails as a result of ice formation in the piping to or from the Heat Pump Water Heater System.
8. When the Heat Pump Water Heater System is located in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position.
9. Repair and/or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level when the water heater

has been connected to a scaling or corrosive water supply or a water supply with a high chloride or low PH level as outlined in the Owner's Guide and Installation Manual.

10. Warranty service is provided to the original owner of the equipment only.

Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the Heat Pump Water Heater System, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, poor workmanship or other modes of failure.

Warranty Period

Subject to the Warranty Conditions and Exclusions stated above, your Eco Alliance Heat Pump Water Heater System is warranted in a Residential application as follows:

Heat pump unit – Eco Alliance warrants all parts and labour on the Eco Alliance water heater system for a period of 5 years from date of installation.

Labour costs are paid directly to the servicing contractor as per the payment cost schedule published by Eco Alliance and revised from time to time at Eco Alliance requirement.

Tank unit – Eco Alliance warrants that the tank will be free from defects for 5 years at 100% replacement, and for a further 1 year under a pro-rated scale, culminating in warranty end after 6 years from date of installation.

In a Commercial or Industrial application, the warranty period on both Heat Pump unit and Tank is reduced to 1 year only with no Labour warranty

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