



# Power Bay Heat Pump

Warranty Terms and Warranty Card  
PB-200RE & PB-270RE



# Power Bay Series Electric Heat Pump Water Heater Product Warranty

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## Warranty Terms

The warranty terms in this publication apply to PB-270RE and PB-200RE.

This warranty offers additional consumer benefits that complement the rights and remedies already provided under the law regarding the related goods or service

Our products are backed by assurances that align with the Australian Consumer Law. This includes your right to either a replacement or refund in case of significant product failure. Additionally, you're entitled to compensation for any other potential losses or damages directly caused by the product, excluding installation issues. If the product is not up to standard quality but the issue is not considered a major failure, you have the right to get the product repaired or replaced

In case of defects due to improper materials or workmanship, Power Bay commits to either repair or provide necessary parts for fixing or replacing the product. This is done in line with the Warranty Terms outlined in Table 1, as well as the Definitions, Warranty Conditions, and Exclusions specified in the document.

For verified warranty claims, Power Bay is responsible for the reasonable costs, including the service call of an authorized Power Bay service provider for product inspection. However, Power Bay does not cover costs that are not pre-approved or related to issues not covered by the warranty.

Power Bay is not liable for any costs that haven't received prior written approval from Power Bay Australia.

Power Bay is not responsible for costs related to a product that, after inspection, is found not to fall under the warranty's coverage

Power Bay will reimburse consumers for any reasonable expenses incurred in making a valid warranty claim that are not covered in the previous points. For any queries or claims about warranty coverage, consumers should contact Power Bay directly. Authorized Power Bay service providers are equipped to repair or replace product parts, adhering to the warranty terms and conditions. Additionally, Power Bay offers guidance on the operation and maintenance of their products. The contact details for Power Bay are provided at the end of the document.

**TABLE 1 - PARTS AND LABOUR WARRANTY PERIODS (YEARS)**

Power Bay Electric Heat Pump Water Heaters		PB-200RE & PB-270RE		
		Cylinder*	Refrigeration Components <sup>(1)</sup>	Other Components <sup>(2)</sup>
Domestic Use	Parts	8 Years	5 Years	5 Years
	Labour <sup>(3)</sup>	5 Years	5 Years	5 Years

(1) Components related to refrigeration, such as the compressor, condenser, expansion valve, heat exchanger, evaporator, and relevant piping, are included in this category.

(2) Other components covered include devices like sensors, thermostats, valves, electric heating elements, and anodes, among others

(3) No labor warranty is provided for any part, including refrigeration and cylinder components, once the specified Labor Warranty period has elapsed

\* Internal Storage Tank

# Definitions

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## **Domestic Use:**

The warranty periods defined for "Domestic Use" are based on the average hot water consumption of a typical family, mainly for personal hygiene.

## **Power Bay "Domestic Use" warranty periods apply to:**

1. The warranty includes coverage for water heaters that are installed in individual family homes for domestic use.

# Warranty Conditions

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1. The warranty is applicable to products made after the release date of this warranty and before the publication date of the next warranty update.
2. The warranty terms become effective from the appliance installation completion date. The service technician may request proof of purchase or the compliance certificate to confirm this date. If the installation date is unknown, the warranty starts two months after the appliance manufacturing date, which is indicated on its dataplate.

**Note: In all Australian states and territories, the law mandates that installers must issue certificates of compliance for the installations they complete.**

3. All components of Power Bay water heaters must be installed, activated, serviced, repaired, and removed in compliance with the manufacturer's guidelines, relevant Australian and New Zealand standards, AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations, and building codes. This work should be carried out by individuals who are legally authorized to do so.
4. All Power Bay water heaters must be used and maintained as per the manufacturer's operating guidelines.
5. The warranty is valid only for components provided by Power Bay. It does not cover parts supplied by others, such as various types of valves, electrical components, and pipework.
6. For warranty services such as inspections, maintenance, repairs, or part replacements on Power Bay products, Power Bay must grant permission before any of these procedures are initiated.
7. If the appliance is not installed in line with the instructions, leading to challenging or unsafe service access, a service fee will be charged. Service may be refused if access is deemed dangerous. Any necessary adjustments for reasonable or safe access, like removing obstacles or using special equipment, will be billed by the service person.
8. When a defective appliance or part is replaced under warranty, the remaining duration of the original appliance's warranty continues to apply. The new replacement part or appliance itself does not come with its own new warranty.

Power Bay reserves the right, at its sole discretion, to send any removed product or component back to the factory for inspection

9. This warranty is applicable to water heaters that are connected to a water supply where the water chemistry and impurity levels do not pass the limits outlined in Table. Typically, water supplied by water utilities adheres to these requirements. However, in cases of water source alterations or any doubts regarding water quality, it is necessary to conduct water quality testing or implement appropriate treatment measures to meet these specifications.

**TABLE 2 - WATER CHARACTERISTICS**

<b>Power Bay Water Heater System Type</b>	<b>Total Dissolved Solids (TDS)</b> mg/Litre or ppm	<b>Hardness (as CaCO<sub>3</sub>)</b> mg/Litre or ppm	<b>Saturation Index (Langelier)</b>	<b>pH</b>	<b>Dissolved CO<sub>2</sub></b> mg/Litre or ppm	<b>Chlorides</b> mg/Litre or ppm
<b>Heat Pump Water Heaters</b>	<b>2,500</b>	<b>200</b>	<b>+0.4 to -1.0 @ 65°C</b>	<b>5.5 to 9.5</b>	<b>Not Applicable</b>	<b>300</b>

## Warranty Exclusions

Power Bay does not provide any warranties beyond those implied by law that cannot be excluded. Where permitted by law, Power Bay's liability for any breach of a condition or warranty is restricted to the repair or replacement of the goods, supplying equivalent goods, covering the cost of repairing or replacing the goods, or acquiring equivalent goods, as determined by Power Bay.

### All hot water systems

**The following exclusions are applicable to all Power Bay water heating systems. Failure to adhere to these exclusions may render the warranty void and may result in incurring a service charge and the cost of necessary parts (if required):**

1. Damage due to accidents and acts of nature.
2. Failures resulting from misuse, abuse, improper maintenance, or lack of maintenance.

3. Failures due to incorrect or unauthorized installations.
4. Damage, failure, and associated costs resulting from alterations, servicing, or repairs not authorized by Power Bay.
5. Issues related to plumbing installations or problems with water, electricity, or gas supplies, where no functionality fault is found with the water heater.
6. Exposure to corrosive or salt-affected atmospheres, including superficial discoloration and aging that doesn't affect product performance.
7. Failures caused by excessive water pressure, negative water pressure, or water pressure pulsations.
8. Operating the water heater and components when not filled with water.
9. Water heaters connected to water supplies with chemistry and impurity levels exceeding the limits specified in Table 2, such as private bores or private dams.
10. Warranty applies only to water heaters connected to the specified energy source listed on the data label of the appliance.
11. Damage caused by sludge or sediment in the water supply, or corrosion due to stray electrical currents affecting the piping.
12. Damage due to direct UV exposure causing color degradation.
13. Damage resulting from ice formation in the water heater plumbing due to electricity supply failure.
14. Labor costs incurred when Power Bay service personnel or agents perform checks that should have been carried out by the customer following the provided instructions, and no defect is found

# Power Bay Pty Ltd

ABN 45 621 285 363

90 Southlink Street, Parkinson, Qld 4115

*Monday to Friday, 9.00 am to 5.00 pm EST.*



**Power Bay Pty Ltd** ABN: 45 621 285 363



[www.powerbay.com.au](http://www.powerbay.com.au) [info@powerbay.com.au](mailto:info@powerbay.com.au)

A: 90 Southlink Street, Parkinson, Qld, 4115

Customer Service Department: 07 3060 8199

## Warranty Card

**Dear Customer:**

**Please use this warranty card to register your product warranty.**

**Your can post or email the card to below:**

**Power Bay Pty Ltd**

**Service and warranty department**

Address: 90 Southlink Street, Parkinson, Qld, 4115

Email: [service@powerbay.com.au](mailto:service@powerbay.com.au) Website: [www.powerbay.com.au](http://www.powerbay.com.au)

### Customer information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

Product Model: \_\_\_\_\_ S/N: \_\_\_\_\_

Installation Date: \_\_\_\_\_

### Installer information:

Company Name: \_\_\_\_\_

Installer Name: \_\_\_\_\_ Licence Number: \_\_\_\_\_

Email: \_\_\_\_\_ Contact Number: \_\_\_\_\_



**Warranty Terms:**

**1. Warranty Period:**

- The tank cylinder of the product is covered by a warranty for a period of up to 8 years from the date of installation.
- The mechanical components including compressor, evaporator, condenser, expansion valve and any other component that has refrigerant, water heat exchanger and thermostat) of the product is covered by a warranty for a period of up to 5 years from the date of installation.
- The controller of the product is covered by a warranty for a period of up to 5 years from the date of installation.

**2. Warranty Coverage:** This warranty covers defects in materials and workmanship under normal use. It does not cover damage resulting from accidents, misuse, abuse, or unauthorized modifications.

**3. Warranty Claim Process:**

- a. To make a warranty claim, please retain this card and your purchase receipt.
- b. Contact our Customer Support by email: [service@powerbay.com.au](mailto:service@powerbay.com.au) Or ring us on **07 3060 8199**
- c. Provide the product details, serial number, and a description of the issue.
- d. Our team will guide you through the warranty claim process, which may include repair, replacement, or refund.

**4. Limitations:**

- This warranty is non-transferable and applies only to the original purchaser.
- We reserve the right to inspect the product to verify warranty eligibility.
- The warranty does not cover any consequential or incidental damages.

**5. Exclusions:** This warranty does not cover:

- Damage caused by accidents, misuse, abuse, or negligence.
- Unauthorized repairs or modifications.
- Normal wear and tear.
- Products with altered or missing serial numbers.

**Power Bay Pty Ltd** ABN: 45 621 285 363



[www.powerbay.com.au](http://www.powerbay.com.au) [info@powerbay.com.au](mailto:info@powerbay.com.au)

A: 90 Southlink Street, Parkinson, Qld, 4115

6. Disclaimers: We do not assume any liability for incidental or consequential damages. This warranty is in lieu of all other warranties, express or implied.

Please retain this card and your purchase receipt for warranty claims. Your satisfaction is our priority, and we are committed to providing you with quality products and exceptional customer support.

As stated in Warranty Conditions, you have right to either get a product replacement or refund in case of significant product failure. Additionally, you're entitled to compensation for any other potential losses or damages directly caused by the product, excluding installation issues. If the product is not up to standard quality but the issue is not considered a major failure, you have the right to get the product repaired or replaced. Power Bay will bear the expense of claiming the warranty if such claim meets the warranty condition.

Power Bay comply with the Australian Consumer Law Including in VICTORIA.

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.