POWERBAY

Warranty Terms

POWERBAY Gen III
Heat Pump Hot Water System

PBG3-220RE-HYBRID
PBG3-270RE-HYBRID
PBG3-320RE-HYBRID

Product Warranty

Definitions

In this warranty, the following terms have the meanings given below:

POWERBAY	Power Bay Pty Ltd ABN 45 621 285 363
Customer	The Person or Company who purchases the products from POWERBAY
Product	POWERBAY Heat Pump Hot Water System
Commencement Date	The day of the installation of the products
Site	The original installation site stated in the contract
Warranty Duration Domestic/Residential Use	Cylinder Tank: 5 Years Compressor and other components: 5 Years Labour: 5 Years

Warranty Terms

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, POWERBAY 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 the above table, as well as the Definitions, Warranty Conditions, and Exclusions specified in the document.

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

POWERBAY is not liable for any costs that haven't received prior written approval from POWERBAY. POWERBAY is not responsible for costs related to a product that, after inspection, is found not to fall under the warranty's coverage. POWERBAY 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 POWERBAY directly. Authorized POWERBAY service providers are equipped to repair or replace product parts, adhering to the warranty terms and conditions. Additionally, POWERBAY offers guidance on the operation and maintenance of their products. The contact details for POWERBAY are provided at the end of the document.

POWERBAY "Domestic Use" Warranty periods apply to: the warranty includes coverage for water heaters that are installed in individual family homes for domestic use only.

Parts and Labour Warranty Periods (Years)

Item	Cylinder Tank*	Compressor	Other Components
Parts	5 Years	5 Years	5 Years
Labour	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

Warranty Conditions

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. (**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 POWERBAY 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 POWERBAY water heaters must be used and maintained as per the manufacturer's operating guidelines.
5. The warranty is valid only for components provided by POWERBAY. 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 POWERBAY products, POWERBAY 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. POWERBAY 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 Warranty 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.

Water Characteristics

	Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness as (CaCO,) mg/Litre or ppm	Saturation Index (Langelier)	PH	Dissolved CO2 mg/Litre or ppm	Chlorides mg/Litre or ppm
Value	2500	200	+0.4 to -1.0 °C @ 65 °C	5.5 to 9.5	Not Applicable	300

Warranty Exclusions

POWERBAY does not provide any warranties beyond those implied by law that cannot be excluded. Where permitted by law, POWERBAY'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 POWERBAY.

The following exclusions are applicable to all POWERBAY 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. **Laying unit down voids warranty.**
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 POWERBAY.
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 POWERBAY service personnel or agents perform checks that should have been carried out by the customer following the provided instructions, and no defect is found.

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. POWERBAY will bear the expense of claiming the warranty if such claim meets the warranty condition.

POWERBAY 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.

Warranty Card

Customer & Product Information

Please fill in the following information:

Customer Full Name			
Customer Installation Address with Post Code			
Mobile & Email	Mobile: Email:		
Product Model Name			
Product Serial Number			
Installation Date	DD	MM	YYYY

Installer Information

Please fill in the following information:

Company Name	
Licenced Installer Name	
Installer Moble & Email	Mobile: Email:
Installer Licence Number	

How to Lodge a Warranty Claim:

Warranty Coverage: This warranty covers defects in materials and workmanship under normal use. Warranty Claim Process:

1. To make a warranty claim, please retain this card and your purchase receipt, product Model name and serial number must show on receipt.
2. Contact our Customer Service Department by ringing 07 3060 8199 or email: service@powerbay.com.au. For warranty services such as inspections, maintenance, repairs, or part replacements on POWERBAY products, POWERBAY must grant permission before any of these procedures are initiated.
3. Please fill in all the information required on the warranty card, ensure the installer details are also included.
4. Our team will guide you through the warranty claim process, which may include repair, replacement, or refund.
5. For us to assist with your warranty claim, please supply the following photos:
   - Photo of product name plate / data plate on hot water system
   - Photo of product serial number on hot water system
   - Photo of the installed hot water system
   - Photo of the faulty parts (if applicable)

For all warranty issues please call or email POWERBAY

POWERBAY	Power Bay Pty Ltd ABN 45 621 285 363
Address	90 Southlink Street Parkinson QLD 4115
Department	Service / Warranty Department
Phone	Main Office line: 1800 95 95 09 Service / Warranty Line: 07 3060 8199
Email Address	service@powerbay.com.au
Website	www.powerbay.com.au

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Warranty Registration

Power Bay Pty Ltd
Address: 90 Southlink Street
Parkinson QLD 4115
Email:service@powerbay.com.au
Website:www.powerbay.com.au