

Warranty – Domestic Hot Water Heat Pump

ALLIANCE DOMESTIC HOT WATER HEAT PUMP WARRANTY CARD

**ONE YEAR LIMITED WARRANTY ON UNIT
TWO YEAR LIMITED WARRANTY ON PUMP
THREE YEAR LIMITED WARRANTY ON COMPRESSOR**

PLEASE READ CAREFULLY BEFORE FILLING IN AND STORING IN A SAFE PLACE.

Terms of our comprehensive Warranty are as follows:

1.	Subject to the stated terms and conditions, warranty is given to the purchaser in respect of the Alliance Heat Pump, Model No and Serial No. as listed on the back of this card for 12 months on the unit, 24 months on the circulation pump and 36 months on the compressor, from date of installation. This warranty is subject to servicing being maintained in line with the servicing standard as set out in the schedule on the back of this warranty card. Should the equipment not be serviced as per the schedule, this warranty will become null and void.	5.	This warranty will lapse if any repairs are carried out by any dealer other than any dealer authorised by Alliance. An authorised dealer is a company that deals with Fourways Airconditioning. The warranty will also lapse if any unauthorised alteration to this warranty card is affected.
2.	This warranty covers defects caused by original manufacturing faults, defective manufacturing assembly, or faulty material. It does not cover defects as a result of incorrect installation but is a parts only warranty and excludes labour costs. It also does not extend to repairs, replacement of parts, maintenance or service necessitated by normal wear and tear, incorrect operation, failure to properly maintain, improper cleaning methods, infestation by insects or vermin, maltreatment of the product, misuse, connection to an incorrect voltage, power surges, damage caused by lightning, accidents, flooding, fire, Acts of God, public disturbances, accidental damage, rust and corrosion, work carried out by persons other than an authorised Alliance dealer, or being incorrectly sized for the application required, according to authorised dealer's recommendations. In cases of dispute, repairs, replacement of spare parts, maintenance and service shall be deemed to be beyond the scope of this warranty unless the purchaser can prove to the contrary.	6.	This warranty is not transferable and is only valid in South Africa. It is valid only for the original purchaser of the Product. This purchaser will be the person who owns the machine once installation is completed.
		7.	Any repairs carried out under this warranty will not extend the period of the warranty in any way.
		8.	Neither Alliance nor its authorised Alliance service agents shall be responsible at any time during or after the period of this warranty for any loss or damage of whatsoever nature, whether general, special, or consequential which may be caused or sustained by the purchaser, whether arising from, connected with, or relating to any defect, fault, or lack in the Product, whether such inability is complete or partial.
3.	During the period of the warranty, faults covered by the warranty will be repaired as per the schedule by the installing dealer (or other authorised Alliance dealer), with only the cost of the parts covered. These will be supplied by the relevant Alliance Service Centre.	9.	This warranty replaces all common law and other rights or remedies which may otherwise be available to the purchaser.
4.	Alliance shall not be responsible, without limitation, for any charges for dismantling or reassembling the heat pump for repair, any transportation or storage expenses, injury to persons or property, work stoppage, impairment of other goods, breach of contract, negligence or other such action as may be deemed or alleged to be cause of a loss or damage to buyer, its agents, or customers.	10.	Should repairs become necessary DURING THE WARRANTY PERIOD, please phone the installation dealer as noted on the back of this warranty card. For any repairs after the warranty period is over, contact your nearest authorised Alliance Dealer.

WARRANTY:

Period	Covered
One year	Electronic (Parts only after 1 st year)
Two years	Pump (Parts only after 1 st year)
Three years	Compressor (Parts only after 1 st year)

TERMS AND CONDITIONS OF WARRANTY:

1. This warranty is applicable only to the original purchaser and to units serviced by an authorised Alliance dealer.
2. This warranty is only valid if the unit is serviced every year as per the schedule below (or more frequently as advised by authorised Alliance installer).
3. Equipment must be serviced by an authorised Alliance dealer.
4. Should the equipment be installed in very dusty or dirty environments, servicing should be done every three months (or a minimum of twice a year depending on environment). The installing dealer will advise you as to the servicing intervals required and may contact the Alliance distributor to get advice on this.
5. For export: Warranty applicable on a parts basis only, for collection in South Africa.
6. Should a fault occur on a new Heat Pump following installation and initial satisfactory operation, the Heat Pump will be repaired, not replaced with a new unit.
7. ALLIANCE Heat Pumps must be installed by a qualified installer that has received heat pump installation training from a recognized plumbing training institution.
8. The installer must also have received installation and maintenance training directly from ALLIANCE. Any unauthorized installation, alteration or repair will void this Warranty. All repairs are to be carried out by a qualified refrigeration technician who is registered in the Safe Handling of Refrigerants. (Further information in this regard may be obtained from ALLIANCE).
9. The installer must ensure that the installation fully complies with ALLIANCE'S recommendations concerning installation, water piping and electrical work including electrical earthing of the unit.
10. All plumbing installations must comply with the current specifications SANS 10254: 'The installation, maintenance, replacement and repair of fixed electric storage, water heating systems', as well as the relevant sections of SANS 10252, Part 1: 'Water supply installations for buildings', SANS 1352: The installation, maintenance, replacement and repair of domestic air source water heating heat pump systems and also all local by-laws.

11. All electrical installations must comply with current specifications.
12. For coastal and corrosive environment installations, BluChem or similar treatment against corrosion is required for warranty claims to remain valid.
13. The size and model of the ALLIANCE Heat Pump selected must be appropriate to the specific application and hot water requirements of the User.
 - ALLHT35R134 = 100ltrs – 150ltrs
 - ALLHT55R134= 150ltrs – 250ltrs
 - ALLHT75R134 = 250ltrs – 500ltrs
14. Parts and warranty details:
 - Controller, PC boards, Capacitor, Relays, Sensors – 12 months warranty (Parts only after 1st year).
 - High pressure / low pressure switch – 12 months warranty (Parts only after 1st year).
 - EEV / Solenoid – 12 months warranty (Parts only after 1st year).
 - Built in pump – 12 months warranty (Parts only after 1st year).
 - Compressor – 36 months warranty (Parts only after 1st year).

ALLIANCE reserves the right to update or modify this warranty (including terms and conditions) any time without prior notice.

Service Schedule:

- Clean evaporator coil (High Pressure Washer)
- Check outdoor fan motors.
- Check fan blades for damage / out of balance.
- Check all electrical connections.
- Check for oil spots on refrigerant piping.
- Check & clean condensate drains.
- Check heating operation.
- Check refrigerant standing and running pressures
- Check running current.
- Measure on & off coil temperatures
- Clean unit cabinets
- Clean Y strainer