



Warranty Card

Dear Customer:

Please fill this warranty card and email to info@eco-genius.com.au

Eco Genius Pty Ltd contact info:

- Email: info@eco-genius.com.au
- Phone: (03) 8316 1511
- Address: 34 Peterpaul way, Truganina, VIC 3029

Customer information:

First Name: _____ Last Name: _____

Address: _____

Email: _____ Mobile: _____

Product Model: _____ S/N: _____

Installation Date: _____

Installer information:

Company Name: _____

Installer Name: _____ License Number: _____

Email: _____ Contact Number: _____

☎ (03) 8316 1511

✉ Info@eco-genius.com.au

📍 34 Peterpaul way, Truganina Vic 3029



1 Warranty background

- 1.1 Eco Genius Pty Ltd ('Eco Genius', 'we' or 'our' or 'us') aim to provide our valued customers with long term protection against good's failures.
- 1.2 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.
- 1.3 The benefits provided to you by this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.
- 1.4 Our goods are backed by assurances that align with the Australian Consumer Law. If this warranty is inconsistent with any rights you have under the Australian Consumer Law, the Australian Consumer Law will prevail.

2 Goods models

This warranty applies to the following Good's models supplied by Eco Genius Pty Ltd. or by our authorized re-seller.

Goods (Water Heat Pump models)	JHR18-190LD/YT/D
	JHR25-300LD/YT/D



3 Warranty Period

- 3.1 The Good's warranty terms become effective on the date you purchased the goods.
- 3.2 The labour warranty terms become effective from the goods installation date.

Goods Warranty Period	
Goods (Water Heat Pump) Tank or Cylinder	7 Years
Rest of the Good's (Water Heat Pump) components	5 Years

Labour Warranty Period	
Goods (Water Heat Pump) Tank or Cylinder	2 Years
Rest of the Good's (Water Heat Pump) components	

- ❖ *When a defective good/component is replaced under warranty, the remaining duration of the original good's or component's warranty continues to apply. The new replacement good/component itself does not come with its own new warranty.*

4 Available Remedies

4.1 Goods Warranty

- 4.1.1 Subject to section 5 (warranty conditions) and section 7 (warranty limitations), during the Goods Warranty Period;



- Eco Genius Pty Ltd will repair or replace (at our reasonable discretion) any defective goods/components directly purchased from Eco Genius or from one of our authorized re-sellers.
 - You are entitled to a replacement or refund if the goods experience a major failure.
 - 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.
 - You are entitled to compensation for any other reasonably foreseeable loss or damage related to goods/components.
- 4.1.2 If Eco Genius decides to replace the defective goods, we will replace the goods with the similar type of goods or a comparable or close equivalent, taking into account the similar features, quality, specifications and availability of the goods.
- 4.1.3 If Eco Genius is unable to repair or replace the defective goods, we will provide you a refund under the Australian Consumer Law.
- 4.2 Labour Warranty**
- Subject to section 5 (warranty conditions) and section 7 (warranty limitations), during the Labour Warranty Period;
- If we are required to replace or repair any defective goods/components, at our cost we will arrange the installation of the replacement goods/components or the repair of the defective goods/components within a reasonable time.
- 4.3 Cost reimbursement**
- For verified warranty claims, Eco Genius is responsible for the reasonable costs, including the service call of an authorized Eco Genius service provider for product inspection. However, Eco Genius does not cover costs that are not pre-approved or related to issues not covered by the warranty.
 - Eco Genius is not liable for any costs that haven't received prior written approval from Eco Genius Pty Ltd.
 - Eco Genius Pty Ltd is not responsible for costs related to a product that, after inspection, is found not to fall under the warranty's coverage.
 - Eco Genius will reimburse consumers for any reasonable expenses incurred in making a valid warranty claim. Please follow section 6 (warranty claim process).



5 Warranty Conditions

To claim this warranty, the following conditions must be met;

- The goods must have been installed correctly in accordance with the installation instructions, by a qualified licensed plumber.
- Goods must be used, handled, installed, operated and maintained as per the manufacturer's manual
- We reserve the right to inspect the product to verify warranty eligibility
- You must provide us or our agent, at our request, with easy and safe access to the goods
- You must be the original purchaser of the goods purchased from us or from our authorized re-seller
- This warranty is non-transferable and applies only to the original purchaser
- You must provide proof of purchase of the goods (e.g. an invoice)
- You must follow the warranty claim process explain in section 6
- The goods must not have been subject to accident, neglect or abuse
- The goods must not have been subject to misuse, abnormal use or stress (such as operating the goods in environments in excess of recommended temperatures, excessive switching cycles and operating hours), improper installations, acts of nature, improper storage, fire or vandalism
- The warranty is valid only for components provided by Eco Genius Pty Ltd. It does not cover parts supplied by others, such as various types of valves, electrical components, and pipework.

6 Warranty Claim process

Please follow these steps to make a claim under this warranty.

- 6.1 To make a warranty claim, please retain the above warranty card and your proof of purchase of goods (e.g. purchase receipt or invoice)
- 6.2 Contact our Customer Support by email: info@eco-genius.com.au and provide the product details, serial number, and a description of the issue



- 6.3 Our team will evaluate the issue and guide you through the warranty claim process, which may include repair, replacement, or refund. Our team will also guide you through getting the warranty related cost pre-approval or reimbursement of the warranty related cost.

7 Warranty Limitations

7.1 This warranty does not cover the following:

- Costs associated with return freight, transportation or delivery of the goods, unless authorized by us at our reasonable discretion
- Service call fees for the defective goods outside the Labour Warranty Period.
- Costs associated with the installation and dismantling of the defective goods, or re-installation of the repaired or replaced goods outside the Labour Warranty Period
- Failures due to incorrect or unauthorized installations or modifications
- Any damage to, or loss of, goods that occurs during transportation, installation, or re-installation of the goods.
- Theft or vandalism of the goods.
- Damage due to direct UV exposure causing color degradation.
- Any physical damage to the goods that is not caused by us.
- Damage to goods caused by misuse or negligence.
- Damage resulting from ice formation in the water heater plumbing due to electricity supply failure.
- Damage caused by failure to routinely maintain the goods as per the good's manual.
- Fair wear and tear, including but not limited to, rusting, corrosion and repairs or modifications to the goods carried out by repair agents that are not qualified or licensed.
- Damage caused by sludge or sediment in the water supply.
- Damage caused by failure to connect the goods to the specified energy source listed on the data label of the goods.



- If the defect arises after the expiration of the Goods Warranty Period or Labour warranty Period.
- 7.2 Subject to section 4 (Available Remedies), Eco Genius Pty Ltd will not be liable for any incidental, consequential, or punitive damages, including but not limited to loss of use, loss of profits, loss of production.
- 7.3 Subject to section 4 (Available Remedies), Eco Genius Pty Ltd will not be liable for any loss of revenues, in any possible way, connected or associated with the Eco Genius Pty Ltd goods or the installation of the Eco Genius Pty Ltd goods.
- 7.4 Please note if this warranty is inconsistent with any rights you have under the Australian Consumer Law, the Australian Consumer Law will prevail.

8 Contact us

Authorized Eco Genius service providers are equipped to repair or replace goods parts, adhering to this warranty.

Additionally, Eco Genius offers guidance on the operation and maintenance of their products. The contact details are also provided on the warranty card in this warranty document.

For any questions related to this warranty or any detail related to the goods, Please contact us through email or phone number.

- Email: info@eco-genius.com.au
- Phone: (03) 8316 1511