



# Supreme Heating

*Our Innovation. Your Lifestyle.*

## National Support Office

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[supremeheating.com.au](http://supremeheating.com.au)  
Supreme Solar Pty Ltd  
ABN: 88 007 400 213

## New South Wales

19/24 Anzac Avenue  
Smeaton Grange NSW 2567  
P: (02) 4648 4766  
[solar.nsw@supremeheating.com.au](mailto:solar.nsw@supremeheating.com.au)

## Queensland

Upper Coomera QLD 4209  
P: (07) 3807 6308  
[contact@supremeheatingqld.com.au](mailto:contact@supremeheatingqld.com.au)

## South Australia

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Gepps Cross SA 5094  
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## Western Australia

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## HEAT PUMP WARRANTY AGREEMENT

### Definitions

- 1 All capitalised expressions used in this warranty are defined in paragraph 17.

### Warranty

- 2 Supreme Solar Pty Ltd warrants that its services in installing the Product will be carried out with due care and skill and subject to clauses 3, 4, 5 and 6, that the installed Product will be free from defects in workmanship for a period of twenty four (24) months after installation (warranty includes in field labour costs.) The warranty is given subject to the terms of this warranty agreement.
- 3 The Heat Pump included in the Product carries:
  - (a) in the case of a Titanium Heat Exchanger Element,
    - (i) a thirty (30) year limited warranty on Heatseeker VortexE and VortexPro models;
    - (ii) a two (2) year limited warranty on Heatseeker VortexC models from Supreme Solar Pty Ltd, 2/19 Enterprise Drive, Bundoora, Victoria, 3083 (Phone: (03) 9460 4200, Email: [info@supremeheating.com.au](mailto:info@supremeheating.com.au)); or
  - (b) in the case of a Compressor,
    - (i) a two (2) year limited warranty on Heatseeker VortexE and VortexC models;
    - (ii) a seven (7) year limited warranty on Heatseeker VortexPro models; from Supreme Solar Pty Ltd, 2/19 Enterprise Drive, Bundoora, Victoria, 3083 (Phone: (03) 9460 4200, Email: [info@supremeheating.com.au](mailto:info@supremeheating.com.au)); or
  - (c) in the case of a Evaporator, a two (2) year limited warranty from Supreme Solar Pty Ltd, 2/19 Enterprise Drive, Bundoora, Victoria, 3083 (Phone: (03) 9460 4200, Email: [info@supremeheating.com.au](mailto:info@supremeheating.com.au)); or
  - (d) in the case of other heat pump components, a two (2) year limited warranty from Supreme Solar Pty Ltd, 2/19 Enterprise Drive, Bundoora, Victoria, 3083 (Phone: (03) 9460

4200, Email: [info@supremeheating.com.au](mailto:info@supremeheating.com.au));

In field labour warranty is applicable in Capital City Metropolitan areas or within a 25km radius of an Authorised Supreme Solar Service Agent.

Labour, travel and freight costs incurred as a result of product failure are excluded from this warranty after a period of twelve (12) months. Subsequent costs are to be paid by the original purchaser.

and is the only warranty given in respect of that that part of the Product.

- 4 The Automatic Controller included in the Product carries:
  - (a) in the case of an AquaGen 5 Series of Automatic Controllers including Sensors, a three (3) year limited warranty. For spare parts and out of warranty repairs, a twelve (12) month warranty from Dontek Electronics Pty Ltd, 19 Melrich Road, Bayswater, Victoria, 3153 (Phone: (03) 9762 8800, Email: [service@dontekelectronics.com.au](mailto:service@dontekelectronics.com.au)); or
  - (b) in the case of an Aqua-Gen 2 Series of Automatic Controllers including Sensors, a two (2) year limited warranty. For spare parts and out of warranty repairs, a twelve (12) month warranty from Dontek Electronics Pty Ltd, 19 Melrich Road, Bayswater, Victoria, 3153 (Phone: (03) 9762 8800, Email: [service@dontekelectronics.com.au](mailto:service@dontekelectronics.com.au));
  - (c) in the case of a VortexSwitch or VortexLink, a two (2) year limited warranty. For spare parts and out of warranty repairs, a twelve (12) month warranty from Dontek Electronics Pty Ltd, 19 Melrich Road, Bayswater, Victoria, 3153 (Phone: (03) 9762 8800, Email: [service@dontekelectronics.com.au](mailto:service@dontekelectronics.com.au));

Labour, travel and freight costs incurred as a result of product failure are excluded from this warranty





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and is the only warranty given in respect of that part of the Product.

- 5 The Solar Pump included in the Product carries:
- (a) in the case of a SunSol SS Series or Booster AB Series Solar Pump, a two (2) year limited warranty. Two (2) year warranty on the motor, pump body and seal plate, and a one (1) year warranty on the mechanical seal from Reltech Australia Pty Ltd, 43-45 Kylta Road, West Heidelberg, Victoria, 3081 (Phone: (03) 9459 3838, Email: [office@reltech.com.au](mailto:office@reltech.com.au));

A twelve (12) month in field labour warranty is applicable in some Capital City Metropolitan areas or within a 20km radius of an Authorised Reltech Australia P/L Service Agent.

and is the only warranty given in respect of that part of the Product.

- 6 All other components supplied by Supreme Solar Pty Ltd carry a twelve (12) month limited warranty and is the only warranty given in respect of these components of the Product.

## Exclusions

- 7 Supreme Solar Pty Ltd will not be liable under this warranty where Supreme Solar Pty Ltd's reasonable opinion a defect is caused by:
- (a) fair wear and tear;
- (b) negligent, careless or improper use or handling;
- (c) non-adherence to installation, operating, cleaning or maintenance instructions;
- (d) harsh or adverse Pool/Spa water conditions;
- (e) installation, repair to or alteration of any product or parts of the system by any person who has not been authorised by Supreme Solar Pty Ltd to perform such an installation, repair or alteration;
- (f) act of God, riot, fire or other occurrence outside normal working conditions; or
- (g) by other abuse or misuse caused by the Purchaser or a third party.

(h) Any damage resulting from vermin infestation.

- 8 Subject to clause 9, any condition or warranty which would otherwise be implied in this agreement or in relation to the Product is hereby excluded.

- 9 Where legislation implies in this agreement or in relation to the Product any condition or warranty, and that legislation avoids or prohibits provisions in a contract excluding or modifying the application of or exercise of or liability under such condition or warranty, the condition or warranty shall be deemed to be included in this agreement. However, the liability of Supreme Solar Pty Ltd for any breach of such condition or warranty shall be subject to clause 14 and any other applicable exclusions set out in this agreement, be limited, at the option of Supreme Solar Pty Ltd, to one or more of the following:

- (a) if the breach relates to goods:
- (i) the replacement of the goods or the supply of equivalent goods;
- (ii) the repair of such goods;
- (iii) the payment of the cost of having the goods repaired; and
- (b) if the breach relates to services:
- (i) the supplying of the services again; or
- (ii) the payment of the cost of having the services supplied again.

## What Supreme Solar Pty Ltd will do

- 10 For defects relating to installation of the Product, Supreme Solar Pty Ltd will, in its absolute discretion:
- (a) repair the Product or pay for the cost of having the Product repaired; or
- (b) replace the Product or supply an equivalent Product; or
- (c) pay for the cost of replacing the Product or acquiring an equivalent Product;

if the terms and conditions of this warranty are satisfied. Supreme Solar Pty Ltd will not be liable for any other loss or damage (including consequential or indirect damages).



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- 11 Supreme Solar Pty Ltd reserves the right to charge the Purchaser, at Supreme Solar Pty Ltd's current hourly rate, for the cost of examining the Product if such examination by Supreme Solar Pty Ltd reveals that the Product:
- (a) is not defective; or
  - (b) is defective as a result of any of the events specified in paragraph 7.

#### **What the Purchaser must do**

- 12 Any claim under this warranty must be made at the earliest stage that the defect becomes obvious to enable prompt action and to avoid further damage and must be made no later than one (1) month of the defect becoming obvious.
- 13 Any claim for warranty must be accompanied by appropriate documentation which stipulates the date of installation, the invoice number, the details of the alleged defect and any other information reasonably required by Supreme Solar Pty Ltd.
- 14 Purchaser agrees to pursue any claims in relation to defective products and/or parts against the manufacturers or suppliers referred to in clause 3, 4, 5 and 6.

#### **Whole agreement**

- 15 This warranty and any warranties implied by law which are not capable of being excluded or modified from the whole warranty agreement between Supreme Solar Pty Ltd and the Purchaser and all other warranties, express or implied, whether arising by statute or otherwise, are excluded and cancelled.

#### **Governing law**

- 16 This warranty is governed by the laws of the State specified in paragraph 17(c).

#### **Defined terms**

- 17 (a) **Purchaser** The person who has purchased the Product and is able to produce proof of such purchase
- (b) **Product** Supreme Solar Pty Ltd solar pool heating system
- (c) **Governing law** (paragraph 16):  
Victoria, Australia

#### **Consumer guarantee**

- 18 This warranty is provided in addition to consumer guarantees and does not alter, limit or replace them.