



SUPREME
HEATING

Vortex-C

INSTALLATION AND USER MANUAL



PREMIUM POOL HEATING SINCE 1990

supremeheating.com.au



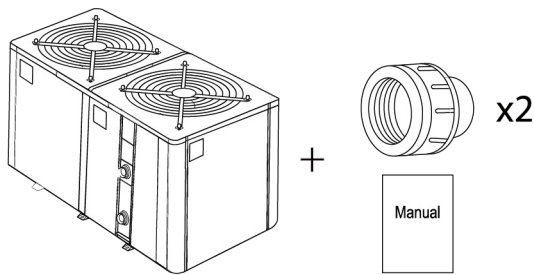
INSTALLATION & USER MANUAL

FOR USERS		
1.	General information	02
1.1.	Contents	02
1.2.	Operating conditions and range	02
1.3.	Advantages of different modes	02
1.4.	Kind reminder	03
2.	Operations	06
2.1.	Notice before using	06
2.2.	Operation instructions	06
2.3.	Maintenance and winterizing	09
3.	Technical specification	10
FOR INSTALLERS AND PROFESSIONALS		
4.	Transportation	11
5.	Installation and maintenance	12
5.1.	Notice before installation	12
5.2.	Installation instructions	13
5.3.	Trial after installation	18
6.	Trouble shooting guide	19
7.	Error codes	20
ANCILLARY PRODUCTS		
8.	VortexSwitch	21
8.1.	Operation	21
8.2.	Heating priority	21
8.3.	Installation instructions	22
9.	VortexLink	23
9.1.	Operation	23
9	Heat demand	23
9.3.	Installation instructions	24
10.	Wifi Setting	25
WARRANTY		
11.	Warranty agreement	31

1. GENERAL INFORMATION

1.1. CONTENTS:

After unpacking, please check that you have all the following components.



1.2. OPERATING CONDITIONS AND RANGE

ITEMS		RANGE
Operating Range	Air temperature	-7°C - 43°C
Temperature Setting	Heating	18°C - 35°C
	Cooling	12°C - 30°C

The heat pump will have ideal performance in the operation range Air 15°C - 25°C

1.3. ADVANTAGES OF DIFFERENT MODES

The heat pump has two modes: Smart and Silence. They have different advantages under different conditions

MODE	RECOMMENDATION	ADVANTAGES <small>Heating capacity: 20%</small>
	Smart mode	to 100% capacity
	As standard	Intelligent optimisation
		Fast heating
	Silence mode	Heating capacity: 20% to 80% capacity
	Use at night	

1.4. KIND REMINDER

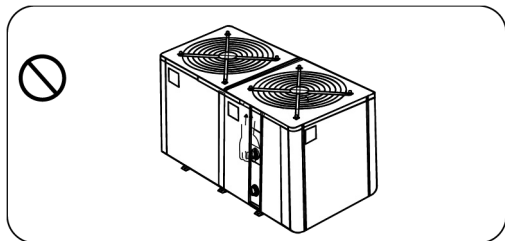


ATTENTION

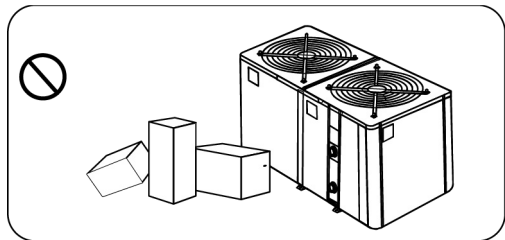
This heat pump has power-off memory function. When the power is recovered, the heat pump will restart automatically.

1.4.1. The heat pump can only be used with pool water. It can **NEVER** be used to heat or cool other flammable or turbid liquid.

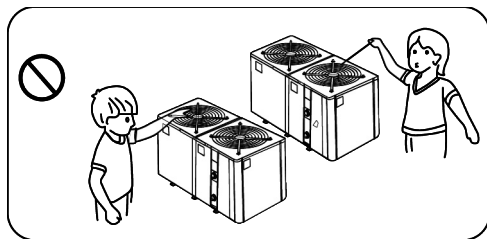
1.4.2. When moving the heat pump, do not lift the water union. This will damage the titanium heat exchanger.



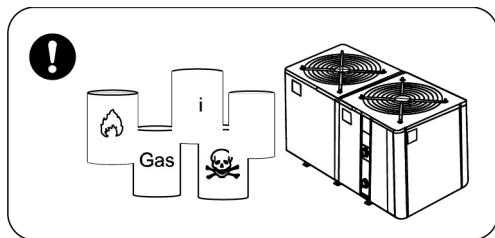
1.4.3. Do not obstruct the air inlet or outlet of the heat pump.



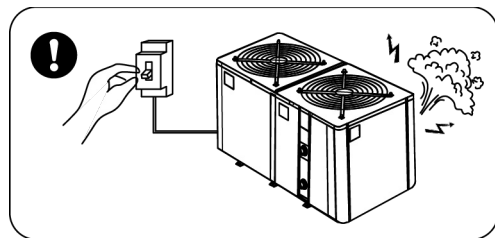
1.4.4. Do not obstruct or insert any objects into inlet or outlet of the heat pump. The efficiency may be reduced or even stopped.



1.4.5. To avoid fire hazards, do not store or use combustible gas or liquids such as thinners, paints or fuels near the heat pump.



1.4.6. If you detect any abnormal noises, odours, smoke or leaks from the heat pump, immediately switch off the power supply and contact your local dealer. Do not attempt to repair the heat pump yourself.



1.4.7. Please note that following codes are not failures.

	CODES
No water flow	E3
Anti-freezing reminder	Ed
Out of the operating range	Eb
Insufficient water flow or pump blocked	E6
Power abnormal	E5





2. OPERATIONS

2.1. NOTICE BEFORE USING

1. To optimise the life-cycle of the system, the user is advised to start the water pump before the heat pump, and turn off the heat pump before the water pump.
2. Check for any water leakage in connecting pipework, then turn on the power supply, press the ON/OFF button of the heat pump, and set desired temperature.



2.2. OPERATION INSTRUCTIONS

SYMBOL	DESIGNATION	OPERATION
	Power ON/OFF	Power On/Off
	1. Press it for 3 seconds to unlock/lock screen. 2. After screen is unlocked, press it to select mode. Unlock / Mode Auto (12~40°C) Heating (18~40°C) Cooling (12~30°C)	
	Speed	Select Smart/Silence mode
	Up / Down	Adjust set temperature


Note:

1. Screen lock:








- a) If no operation in 30 seconds, screen will be locked.

- b) When HP is off, screen will be dark and "0%" will be displayed.

2. Screen unlock:

- a) Press  for 3 seconds to unlock screen. The screen will illuminate.
- b) All other buttons are only functional after the screen is unlocked.






	Auto
	Heating
	Cooling
	Heating capacity percentage
	Wifi connection
	Water inlet
	Water outlet


1. Power On: Press  for 3 seconds to unlock screen, then press  to power on heat pump.

2. Adjust Set Temperature: After the screen is unlocked, press  or 

3. Mode Selection: Press  to select mode.

- a) Auto : adjustable temperature range 12~40°C
- b) Heating : adjustable temperature range 18~40°C
- c) Cooling : adjustable temperature range 12~30°C



4. Smart/Silence mode selection:





1. Smart mode as default will be activated when heat pump is on, and screen shows .

2. Press  to enter Silence Mode, and screen shows .

(Suggestion: select Smart mode for initial heating)

5. Defrosting

a) Auto Defrosting: When heat pump is defrosting,  will be flashing. After defrosting,  will stop flashing.

b) Compulsory Defrosting: When heat pump is heating, press  and  together for 5 seconds to start compulsory defrosting, and  will be flashing. After defrosting,  will stop flashing.

(Note: Compulsory defrosting intervals should be more than 30 minutes and the compressor should run for more than 10 minutes.)

6. Wifi setting

Please refer to page 27.

2.3. MAINTENANCE AND WINTERIZING

2.3.1. Maintenance



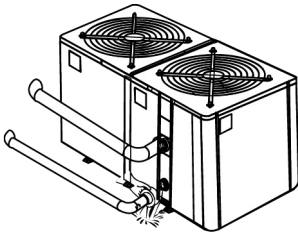
ATTENTION

Please don't forget to cut off power supply to the heat pump

1. Regularly clean the evaporator with household detergents or clean water. NEVER use gasoline, thinners or any similar fuel.
2. Check bolts, cables and connections regularly.
3. Every three months spray a surface insecticide on the surfaces around the unit to prevent ant and insect ingress.

2.3.2. Winterizing - Sub-Zero Climates

In climates where the winter season reaches sub-zero temperatures, please disconnect from power supply and drain water out of the heat pump. When using the heat pump under 2°C, make sure there is always water flow.



IMPORTANT

Unscrew the water union of inlet pipe to let the water flow out. When the water in machine freezes in winter season, the titanium heat exchanger may be damaged.

3. TECHNICAL SPECIFICATION

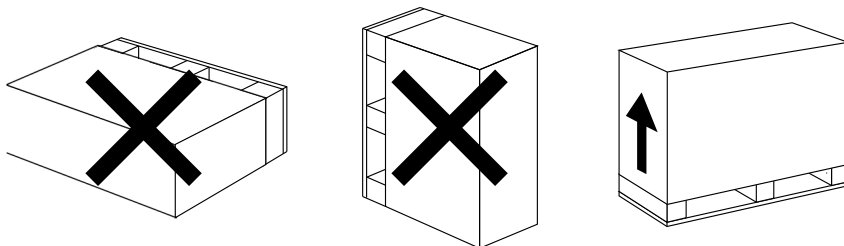
SPECIFICATIONS			
MODEL		150T/60kW	300T/120kW
Mode Type		Heat & Cool	
Discharge		Top	
Fan Quantity		1	2
Performance at Air 26°C, Water 26°C, Humidity 80%			
Heat Capacity	kW	60.0	120.0
COP		6.2-16.1	6.0-16.2
Performance at Air 15°C, Water 26°C, Humidity 70%			
Heat Capacity	kW	40.0	81.0
COP		4.6-8.1	4.8-8.1
General			
Rated input power at air 15°C	kW	10-8.7	2.0-16.8
Rated input current at air 15°C	Amps	1.5-12.6	2.9-24.2
Circuit Breaker	Amps	25	50
Power Supply		380v / 50Hz / 3PH	
Pool Volume - Cold Climate	Litres	≤100,000	≤200,000
Pool Volume - Warm Climate	Litres	≤200,000	≤400,000
Advised Flow Rate	L/min	375	750
Inlet / Outlet	mm	75	90
Compressor		Twin-rotary Mitsubishi DC inverter	
Heat Exchanger		Spiral titanium tube in PVC	
Casing		Black aluminum-alloy	
Weight / Dimensions			
Net Weight mm	kg	290	490
Net Dimensions L x W x H		1000 x 1110 x 1260	2100 x 1090 x 1280

The sizing of heat pumps are based on pool volume for seasonal swimming with the use of a Heatseeker Diamond Pool Cover.

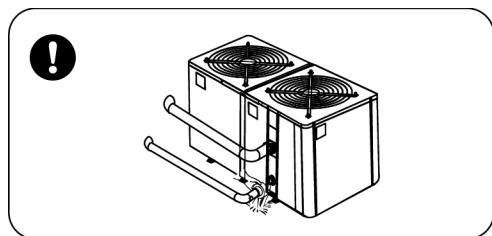
1. The values indicated are valid under ideal conditions: Pool covered with an isothermal cover.
2. Related parameters are subject to adjustment periodically for technical improvement without further notice. For details please refer to nameplate.

4. TRANSPORTATION

- 4.1. When storing or moving the heat pump, please ensure the unit remains in an upright position at all times.



- 4.2. When moving the heat pump, do not lift the water union. This will damage the titanium heat exchanger.



5. INSTALLATION AND MAINTENANCE

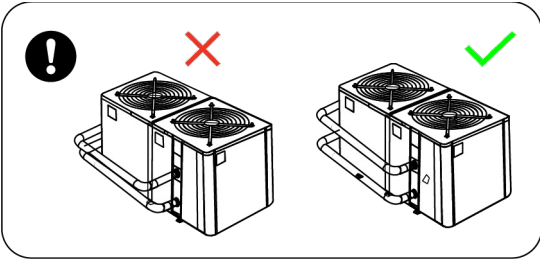


ATTENTION

It is strongly advised that the heat pump is installed by a professional. Unqualified installations may result in damage to the heat pump and/or safety risks to the user.

5.1. NOTICE BEFORE INSTALLATION

- 5 Plumbing connections must be made with solid PVC pipe. Usage of flexible PVC pipe is not recommended.



5.2. INSTALLATION INSTRUCTIONS

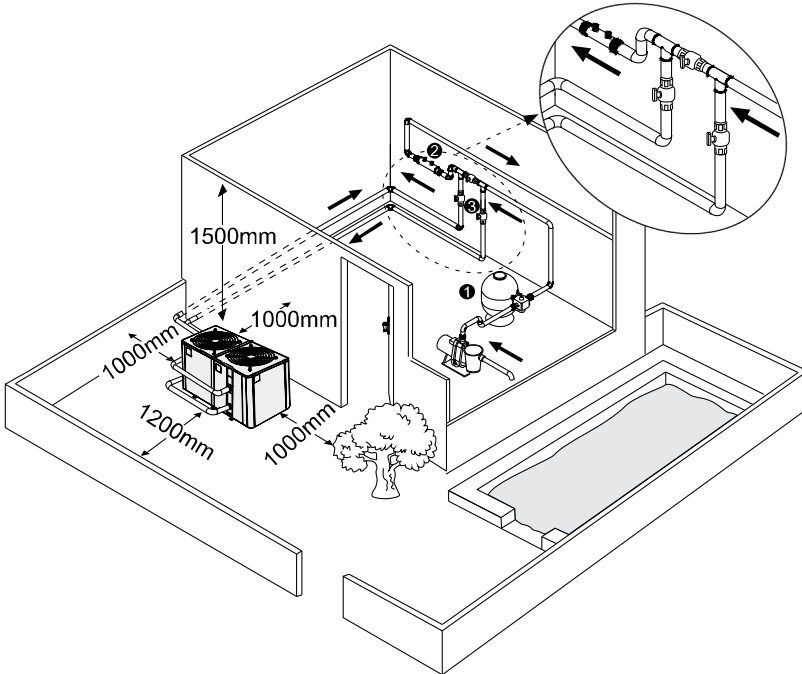
5.2.1. Location and size



ATTENTION

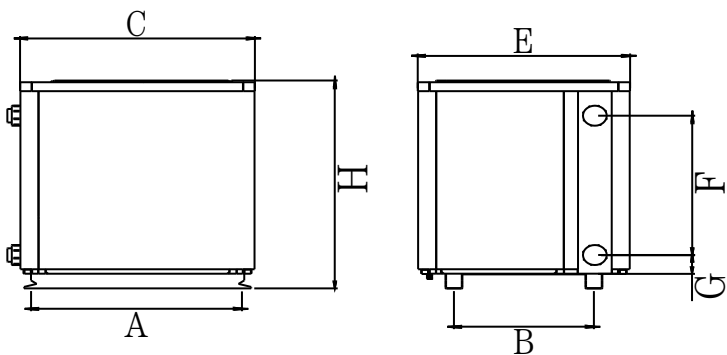
The heat pump should be installed in a place with good ventilation.

Do not obstruct the air inlet or outlet of the heat pump. The efficiency may be reduced or even stopped.

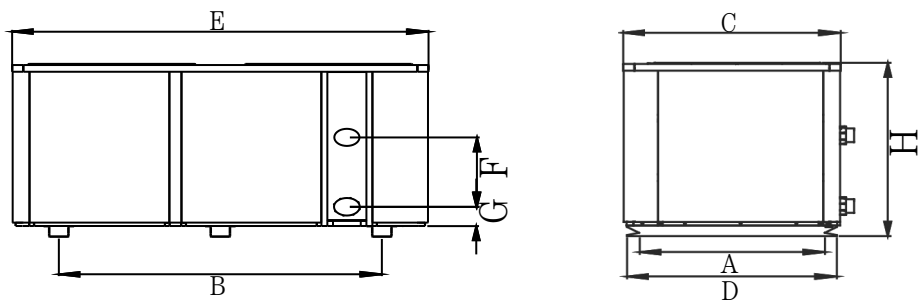


*Minimum distance

1. Filter
2. Water processor
3. Water switch



MODEL (UNIT = MM)	A	B	C	D	E	F	G	H
VortexC 150T/60kW	1000	660	1110	1070	1000	780	105	1260




MODEL (UNIT = MM)	A	B	C	D	E	F	G	H
VortexC 300T/120kW	1000	1630	1090	1050	2100	515	140	1280

Above data is subject to modification without notice.

5.2.2. Heat pump installation

- 1. The heat pump can be fixed down using M10 bolts, however this is optional and site/ installation specific.
- 2. When the heat pump is running, condensation will occur and drain from the bottom of the unit. This is competely normal. However, consideration should be made for how to drain the condensation away. Drainage nozzle and pipe are supplied.

Check Valve Installation




ATTENTION

Automatic Dosing

Sanitation and automatic dosing systems must be plumbed after the heat pump. A check valve must be installed between the sanitation/automatic dosing system and the heat pump to prevent chemicals returning to the heat pump. Failure to observe this instruction will void the warranty.

5.2.3. Wiring & protecting devices and cable specification

- 1. Connect to appropriate power supply. The voltage should comply with the rated voltage of the unit.
- 2. Earth the machine well.
- 3. Wiring must be handled by a professional technician according to the circuit diagram.
- 4. Set leakage protector according to the local code for wiring (leakage operating current ≤ 30mA).
- 5. The layout of power cable and signal cable should be orderly and not affect each other.



ATTENTION

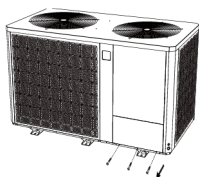
Switch on after finishing all wiring construction and re-checking.

MODEL		VortexC 150T/60kW	VortexC 300T/120kW
Breaker	Rated current A	25	50
	Rated Residual Action Current mA	30	30
Fuse	A	25	50
Power cord (mm2)		5x6	5x16
Signal cable (mm2)		3x0.5	3x0.5

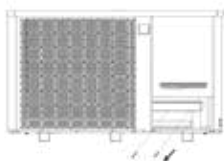
The above data is adapted to power cord ≤ 10m. If power cord is ≥ 10m, wire diameter must be increased. The signal cable can be extended to 50m at most.

5.2.4. How to connect the terminal board

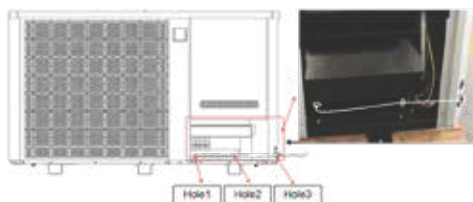
Step 1. Remove three screws on the outside of the maintenance panel.



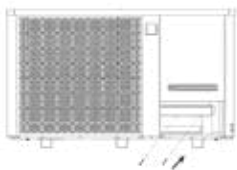
Step 3. Remove two screws inside.



Step 5. Pass the power cord through the three holes.



Step 7. Fix the internal panel by using the two screws removed previously.



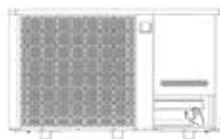
Step 9. Fix the panel using the three screws removed previously.



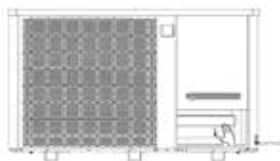
Step 2. Open the maintenance panel.



Step 4. Open the internal.



Step 6. Restore the internal panel.

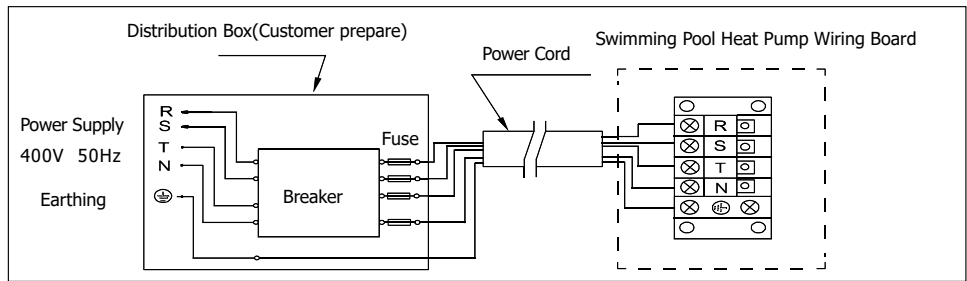


Step 8. Restore the panel.



Wiring diagram

Power supply: 400V 50HZ



ATTENTION

- Must be hard wired, no plug allowed
- For your safe use in winter, it's strongly recommended to equip heating priority function.

5.3. TRIAL AFTER INSTALLATION



ATTENTION

Please check all the wirings carefully before turning on the heat pump.

5.3.1 Inspection before use

1. Check installation of the whole heat pump and the pipe connections according to the pipe connecting drawing;
2. Check the electric wiring according to the electrical wiring diagram and earthing connection;
3. Make sure that the main power is well connected;
4. Check if there is any obstacle in front of the air inlet and outlet of the heat pump

5.3.2. Trial

1. The user is advised to start the water pump before the heat pump, and turn off the heat pump before the water pump for long life circle.
2. The user should start the water pump, and check for any leakage of water; power on and press the ON/OFF button of the heat pump, and set desired temperature in the thermostat.
3. In order to protect the heat pump, the heat pump is equipped with start delay function. When starting the heat pump, the fan will start to run in 3 minutes, in another 30 seconds, the compressor will start to run.
4. After pool heat pump starts up, check for any abnormal noise from the heat pump.
5. Check the temperature setting

6. TROUBLE SHOOTING GUIDE

FAILURE	REASON	SOLUTION
Heat pump doesn't run	No power	Wait until the power recovers
	Power switch is off	Switch on the power
	The breaker is off	Check and turn on the breaker
Fan running but with insufficient heating	Evaporator blocked	Remove the obstacles
	Air outlet blocked	Remove the obstacles
	3 minutes start delay	Wait patiently
Display normal, but no heating	Set temp. too low	Set proper heating temp.
	3 minutes start delay	Wait patiently

DISPLAY	DESCRIPTION	REASONS/SOLUTIONS
E3	Insufficient or no water flow/ protection	Ensure water flow through circulating pump/filtration system; 1a. Ensure circulating pump is primed (independent system). 1b. Ensure water flow through filtration i.e. filter pump is primed, check filter pressure, visible water flow (inline system). 2. Adjust flow through bypass valve in order to direct more flow to heat pump (specific to plumbing configuration). 3. Possible blockage. 4. Check flow switch and PCB wiring (technician only).
E5	Power (voltage) supply outside acceptable operating range	Engage electrician to confirm power supply (refer to technical specifications).
E6	Excessive temperature differential between inlet and outlet water (insufficient water flow/protection)	Ensure water flow through circulating pump/filtration system. 1a. Ensure circulating pump is primed (independent system). 1b. Ensure water flow through filtration i.e. filter pump is primed, check filter pressure, visible water flow (inline system). 2. Adjust flow through bypass valve in order to direct more flow to heat pump (specific to plumbing configuration). 3. Possible blockage.
Eb	Ambient temperature too high or too low protection	Wait until air temperature returns to heat pump operating range (refer to technical specifications).
Ed	Anti-freezing reminder	Anti-freeze mode is activated; When water inlet temperature $\leq 2^{\circ}\text{C}$ and air temperature $\leq 0^{\circ}\text{C}$, heat pump will automatically start running in heating mode. When water inlet temperature $\geq 15^{\circ}\text{C}$ or air temperature $\geq 1^{\circ}\text{C}$, heat pump will be powered off or on standby.



ATTENTION

If above solutions don't work, please contact your installer with detailed information and your model number.

7. ERROR CODES

NO.	DISPLAY	FAILURE DESCRIPTION
1	E1	High pressure protection
2	E2	Low pressure protection
3	E4	3 phase sequence protection (three phase only)
4	E7	Water outlet temp too high or too low protection
5	E8	High exhaust temp protection
6	EA	Evaporator overheat protection (only at cooling mode)
7	P0	Controller communication failure
8	P1	Water inlet temp sensor failure
9	P2	Water outlet temp sensor failure
10	P3	Gas exhaust temp sensor failure
11	P4	Evaporator coil pipe temp sensor failure
12	P5	Gas return temp sensor failure
13	P6	Cooling coil pipe temp sensor failure
14	P7	Ambient temp sensor failure
15	P8	Cooling plate sensor failure
16	P9	Current sensor failure
17	PA	Restart memory failure
18	F1	Compressor drive module failure
19	F2	PFC module failure
20	F3	Compressor start failure
21	F4	Compressor running failure
22	F5	Inverter board over current protection
23	F6	Inverter board overheat protection
24	F7	Current protection
25	F8	Cooling plate overheat protection
26	F9	Fan motor failure
27	Fb	Power filter plate No-power protection
28	FA	PFC module over current protection



ATTENTION

Please contact your installer with detailed information and your model number.

8. VORTEX SWITCH

8.1 OPERATION

The VortexSwitch is designed to switch a 240Vac pump maximum rated to 9.98 Amps 2395 watts from the switch inputs. This unit is designed to be plugged into a general power outlet and the heating priority connections on the heat pump.

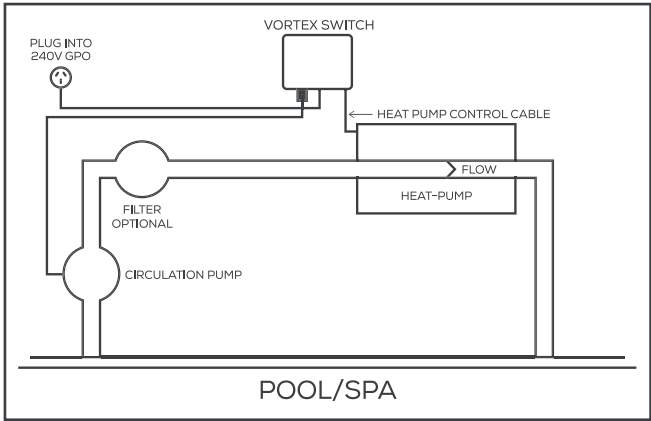
8.2 HEATING PRIORITY

The heat pump is designed to heat or cool the water of the pool only when the water circulates through it. By connecting the VortexSwitch to the heat pump, and then the circulation pump to the VortexSwitch, the heat pump will control when the circulation pump is run. This system allows the heat pump to maintain the set-point temperature in either heating or cooling mode.

Every 60 minutes, the circulation pump is started for 2 minutes to sample the water temperature. If after 2 minutes, the temperature of the water is below/above the required set-point temperature (depending if in heating or cooling mode), the circulation pump will be turned off for a further 60 minutes before sampling the water temperature again.

If the heat pump senses that the water has cooled/heated below/above the temperature set-point, the circulation pump and the heat pump will continue to operate until the desired set-point temperature is reached.

By following the instructions in the heat pump instruction manual, setting a start and stop time will ensure that the heat pump is not sampling the water temperature and running throughout the night if running noise is a factor.



8.3 INSTALLATION INSTRUCTIONS

8.3.1 Mounting

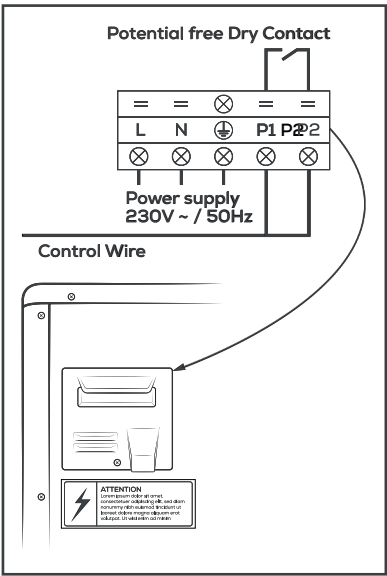
Find a suitable location to mount the VortexSwitch box. Ideally as with all pool equipment it should be installed out of direct weather and no closer than 3m from the water's edge and a minimum of 600mm above ground. Lift up the two mounting tabs and use two appropriate screws to mount the VortexSwitch box to the wall, keeping in mind that the power cable is 1.8m long and should be plugged directly into a general power outlet, not into an extension lead.

8.3.2 Pump

The circulation pump plugs into the 240V outlet beneath the VortexSwitch.

8.3.3 Heating Priority

Connect the heating priority cable from the VortexSwitch to the heat pump, refer to the heat pump manufacturer's instructions and the below diagram for the appropriate connection and note that damage caused by incorrect connections will void warranties.



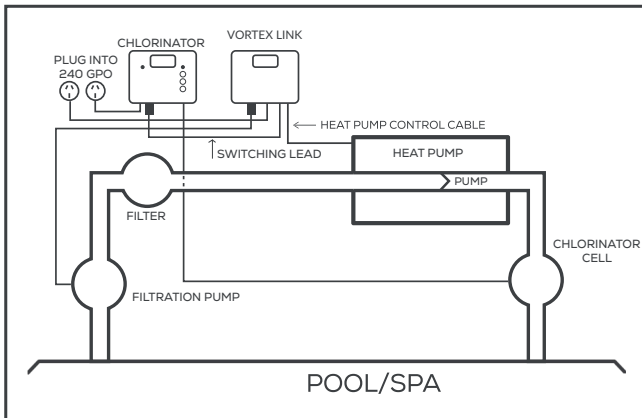
9. VORTEX LINK

9.1 OPERATION

The VortexLink is designed to switch a 240Vac pump rated to 10 Amps 2400 watts from the switch inputs. This unit is designed to be connected to a chlorinator and the outputs from heat pumps. VortexLink is fitted with an LCD screen which displays whether the pump is on and whether the chlorinator or heat pump is demanding the pump to be operating.

9.2 HEAT DEMAND

A heating device, whatever it is, is designed to heat the pool water only when the water circulates. Most of the time, a pool is filtered between 6 and 8 hours a day. But such a time can't be sufficient sometimes to maintain the water at the desired temperature, depending on the seasons. This is the reason why the heat pump is equipped with the "sample" function that will manage the temperature of the pool. Every hour (times vary depending on the heat pump model) the filtration pump is started for 5 minutes. If after 5 minutes, the temperature of the water is above the required temperature, the filtration turns off for one more hour. Otherwise, the filtration and the heat pump are going to keep on operating until the desired temperature is reached.



9.3 INSTALLATION INSTRUCTIONS

9.3.1 Mounting

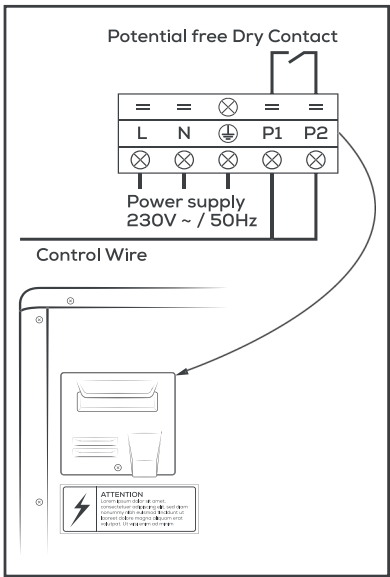
Find a suitable location to mount the VortexLink box. Ideally, as with all pool equipment, it should be installed out of direct weather and no closer than 3m from the water's edge and a minimum 600mm above ground. Fix the mounting bracket to a solid structure and slide the VortexLink on, keeping in mind that the power cable is 1.8m long and should be plugged directly into a general power outlet, not into an extension lead.

9.3.2 Pump

The filtration pump plugs into the 240V outlet beneath the VortexLink.

9.3.3 Heating Demand

Connect the heat pump control cable from the VortexLink to the heat pump, refer to the heat pump manufacturer's instructions and the below diagram for the appropriate connection and note that damage caused by incorrect connections will void warranties.



10. WIFI SETTING

1. APP Download



Android mobile please download from

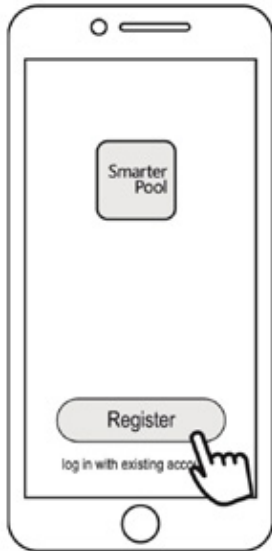


iPhone please download from

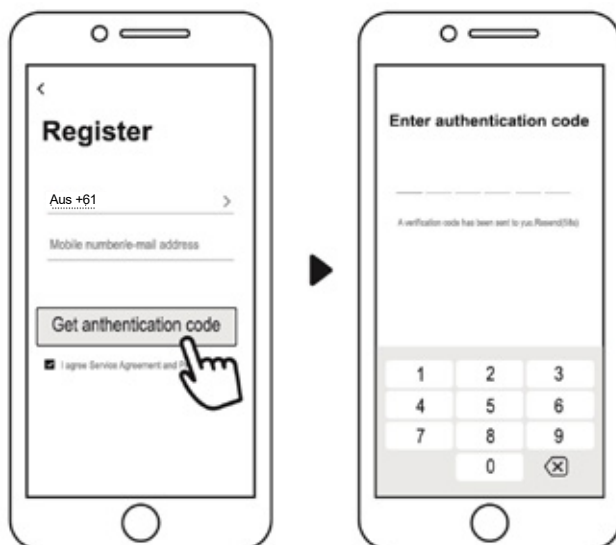


2. Account registration

a) Registration by mobile number/Email



b) Mobile number registration



3. Create family

Please set family name and choose the room of device




4. APP Binding

Please make sure your mobile phone has connected to Wifi

- a) Wifi connection:




Press  for 3 seconds after screen unlock,  will be flashing to enter Wifi binding program.



- b) Click "Add device", follow indication to finish binding.  display on the screen once Wifi connection success.



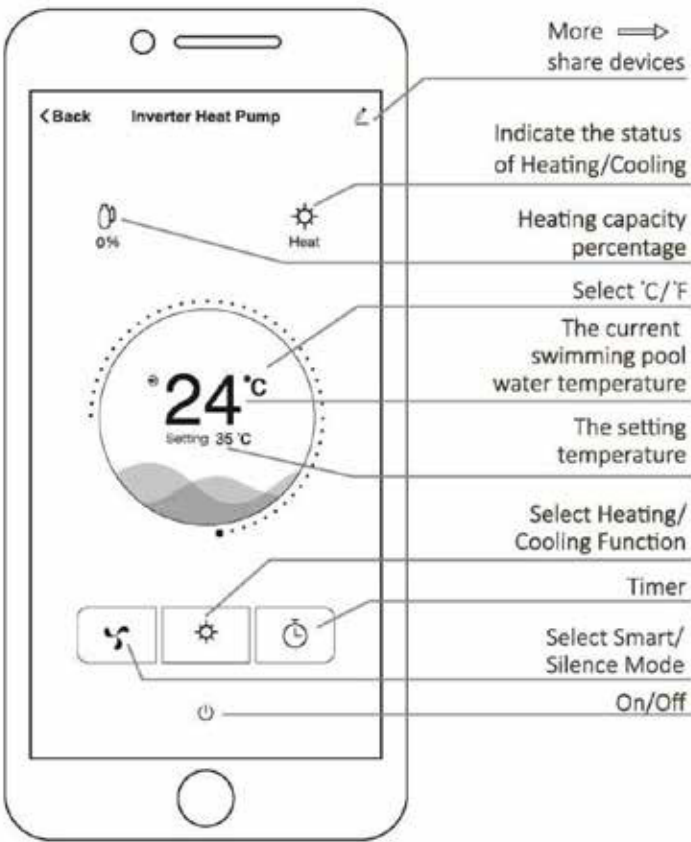
- c) If connect fails, please make sure your network name and password is correct. And your router, mobile phone and device are as close as possible.
- d) Wifi rebinding (When Wifi password changes or network configuration changes):

Press  for 10 seconds,  will be flashing slowly for 60 seconds. Then  will be off. The original binding will be removed. Follow steps above for rebinding.

(Remarks: Please make sure the router is configured at 2.4G. 5G networks are NOT compatible.)

5. Operation

a) For heat pump with Heating function only



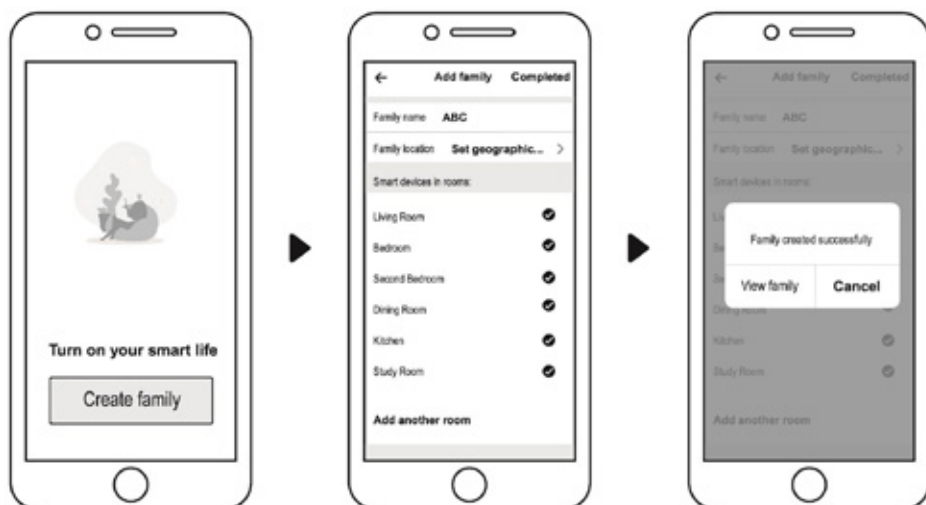
6. Share devices to your family members

After binding, if your family members also want to control the device.

Please let your family members register the APP first, and then the administrator can operate as below:



Then your family members can log in as below:



- Notice:
1. The weather forecast is just for reference.
 2. APP is subject to updating without notice.

11. 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); 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); 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); 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);

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); 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);
(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);

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

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);

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).
- 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.



PREMIUM POOL HEATING SINCE 1990

Ph: 1300 787 978

supremeheating.com.au