



WARRANTY TERMS AND CONDITIONS

This express warranty ("warranty") covers the Product described on the Warranty Card against defects, design, materials, and workmanship for the period in the Table below. The warranty period starts when the Product is commissioned. If the commissioning date is more than 12 months after the purchase date of the Product from Smart Power Tech, the warranty period starts 12 months after the purchase date of the Product from Smart Power Tech.

- Product defects covered by this warranty will be repaired or replaced at the discretion of Smart Power Tech without cost to the owner for the replacement parts or Product. The repair or replacement shall be performed during normal business hours by Smart Power Tech, or a repair agent authorised by Smart Power Tech. Charges may apply if requested out of hours.
- Any part or Product replaced under this warranty will be warranted in accordance with the provisions of this warranty, a minimum warranty period of not less than five years from the date of installation of the product. Exact provisions are listed in table at the bottom of the document.
- Expense responsibility: where applicable any part, product, shipping or technician, incurred expense will be covered by Smart Power Tech. If not applicable the part, product, shipping or technician costs will be the liability of the customer.
- Accessory items supplied by Smart Power Tech such as Smart Power Tech zone barrels, controls, etc. have the same warranty period as per the Table below provided these items are purchased at the same time as the finished goods unit. NOTE: Accessory items purchased and fitted after the original installation or fitted at a later date will have the Spare Parts warranty as per the Table below.
- Except where inconsistent with the owner's statutory rights and the rights given by this warranty, all other warranties and all liability of Smart Power Tech for any loss or damage direct and consequential (including loss of profits) is expressly excluded. 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 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.

THIS WARRANTY DOES NOT COVER:

- Damage, problems, or unsatisfactory performance caused to the Product by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, internet coverage, over transients, or electromagnetic interference not originating within the Product including solar, battery, or generator power supply fluctuations and inadequacies and performance issues of the unit caused by mismatched indoor/outdoor units
- Damage or problems or unsatisfactory performance resulting from product installed by unlicensed installers, incorrect application, installation, or commissioning
- Damage or problems or unsatisfactory performance caused by the use of an accessory, component, or Product not supplied by Smart Power Tech.
- Damage or problems or unsatisfactory performance caused by storm, fire, flood, hail, atmospheric fallout, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the Product (e.g. dirt and moisture), or any other outside agency;
- E. Damage or deterioration of all components internal/external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions (e.g. sea air) and/or unsatisfactory performance as a result of normal weathering;
- F. Damage or deterioration to the heat exchange coil with additional Smart Power Tech coil coat treatment that has been subjected to conditions that are not covered in the sales literature applicable to the Smart Power Tech coil coat.
- G. Any consumable item including damage caused by these items (e.g. batteries, filters, belts) supplied with the Product unless the item is shown to be defective at the time of purchase.

- H. Damage or problems or unsatisfactory performance caused directly or indirectly by the operation of the equipment in an environment where:
- I. Climatic comfort of humans is not the primary function of the Product for example: Battery rooms, Server rooms, Machine rooms, etc. (see nonhuman comfort Policy for further information on this); or
- J. Operation at conditions outside the operating conditions specified in Smart Power Tech's technical sales literature applicable to the Product; or
 - Misapplication of the Product; or
 - Incorrect use or installation of any consumable; or
 - Failure to check and clear obstructions in both the indoor and outdoor sections of the Product, including the air filters, vents, coils, and drainage pipes; or
 - Exhausted, leaking, or used batteries; or
 - Outdoor units located near sensitive locations such as bedrooms or neighbours' dwellings causing noise complaints due to the wrong location
- K. Any cost associated (including crane/scaffolding costs) with gaining acceptable service access to Products installed in restricted or unsafe (e.g. high, tight spaces, inaccessible) locations.
- L. Product which has been reinstalled at a location other than the original location
- M. Freight charges, including insurance or Technicians traveling cost for repairs performed outside the area normally serviced by Smart Power Tech's Dealers/Service Agents
- N. Product which has been installed in a transportable or mobile application (e.g., caravan, portable/transportable homes or boats).

THE PURCHASER IS RESPONSIBLE FOR:

- The correct operation and regular maintenance of the Product are carried out as noted below. The correction of any non-product fault or problem is not covered by this warranty.
 - Operation of the Product is in accordance with the operating instructions
 - Carrying out periodic maintenance of the Product by a suitably licensed /qualified person. For residential maintenance, once every 12 months, and for commercial, at least once every 3 months (this depends on usage).
 - Regular cleaning of the air filter(s) and the replacement where necessary
 - Ensuring that the air inlet and the outlet on the outdoor unit are kept clear of any
 - obstructions (e.g., dirt, leaves, plants).
 - Ensuring that the condensate drain in the roof is kept clean.
 - Replacement of exhausted batteries.
 - The application of additional corrosion protection if the Product is installed in a corrosive environment (for example, industrial pollution, sea air), in this case, regular washing down using a mild detergent of the outdoor unit, including panels, coils, etc.
- To register your product, simply register your details on our website [here](#), this needs to be completed within 7 days of installation, you will be required to input your personal contact details and all applicable serial numbers of units installed.
- To claim your warranty, contact your installer to log the issue immediately, either their technicians or an SPT appointed technician will assess the issue, provide troubleshooting, or determination of fault. The technician will report and Log with SPT and a replacement part or unit will be provided as per the above clauses.
- Contact Details of the Business:
Phone: 1800 778 786
Address: 16 Progress Circuit, Prestons, NSW 2170
Email: sales@smartpowertech.com.au
ABN: 28 669 711 175

SPT Model Numbers	Warranty Period (Tank)	Warranty Period (Compressor)	Warranty Period (Refrigeration & Electrical)	Optional Extended Warranty
SWH210A-RE SWH270A-RE SWH210A-CE SWH270A-CE	10 Years	6 Years	5 Years	Available
Warranty Period (Accessories & Consumables)				
SWH210A-QE SWH270A-QE SACRIFICIAL ANODE PTR VALVE OTHER CONSUMABLES	2 Years			