



# Warranty Document

Confidence that lasts, protection you can trust.





# æther Australia Warranty – Our Promise to You

At æther Australia, we're passionate about delivering dependable, high-performance heat pumps built to last. Our warranty reflects our commitment to quality, reliability, and your peace of mind—both before and after installation.

## The æther Advantage

### 5 Years

Comprehensive Warranty

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### 2 Models

HP200 & HP270 - covered under this warranty.

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### 1800 AETHER

Dedicated helpline

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### 100% Australian

Locally owned, locally supported.





# About This Warranty

Your warranty explained — **clearly, confidently, and with care.**

At æther Australia (Australian Electrify Group Pty Ltd – ABN 24 673 310 775), we're committed to delivering high-quality products backed by long-term protection and dedicated customer care. Our goal is to give you lasting peace of mind with every purchase.

All æther products are supported by consumer guarantees under the Australian Consumer Law (ACL). This means:

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.

**This warranty is provided in addition to your existing rights under the ACL and does not override, reduce, or replace any of your legal protections.**

**If any part of this warranty is found to be inconsistent with the ACL, the Australian Consumer Law takes precedence.**

## Goods Covered

This warranty applies to the following æther Australia Heat Pump models

æther HP200

æther HP270





# A Warranty That Backs You Every Step of the Way

We stand behind our products with confidence. All æther Heat Pumps (HP200 and HP270 models) come with:

- 5 Years Product Warranty – covering both the tank and the rest of the system.
- 5 Years Labour Warranty – including installation of any replacement parts.

This means you can relax knowing you're covered for parts and labour, and enjoy hot water without worries.





# **Your Warranty Remedies :**

## **Goods Warranty**

During your 5-year Goods Warranty Period, if there's a fault with your æther heat pump, we've got you covered.

## **Here's what you can expect :**

### **Repair or Replacement**

If any part of your unit is found to be defective, we will repair or replace it at our reasonable discretion. This applies to goods purchased directly from æther Australia or one of our authorised re-sellers.

### **Major Failures**

If the product experiences a major failure, you are entitled to a full replacement or refund, in line with your rights under the Australian Consumer Law

### **Other Faults**

If the unit doesn't meet acceptable quality standards (as reasonably assessed by us) but the issue isn't considered major, we'll repair or replace the unit or its parts.

### **Additional Loss or Damage**

You may also be entitled to compensation for any other reasonably foreseeable loss or damage that results from a product failure.

### **If a replacement is required :**

We'll provide either the same product or a comparable equivalent, based on the product's features, specifications, quality, and current availability.

### **If we are unable to repair or replace the unit :**

We'll issue a credit note for the value you paid, unless a refund is required under Australian Consumer Law.



# Labour Warranty

During the 5-Year Labour Warranty Period, if we determine that your unit needs repair or replacement due to a product fault, we'll cover the cost of labour to install the replacement or complete the repair — all within a reasonable timeframe.

This means you won't need to worry about organising or paying for installation during your warranty period — we'll take care of it for you.

## Eligibility – What You Need to Know

To make a successful labour warranty claim, the following conditions must be met:

### Professional Installation

The unit must have been installed correctly, following the official installation guide, by a licensed tradesperson.

### Proper Use & Maintenance

The system must have been handled, installed, operated, and maintained according to our instructions (and the manufacturer's, if applicable), in normal environmental conditions.

### Accessible for Service

We or our service agents must be able to easily access the unit and any associated fixtures to assess or complete the repair.

### Original Purchaser

You must be the original purchaser of the unit, either directly from æther Australia or an authorised reseller.

### Proof of Purchase

You'll need to provide proof of purchase, such as your original invoice.



## **Follow Our Claims Process**

Warranty claims must follow the process outlined in this document.

## **No Misuse or Damage**

The system must not have been subject to misuse, neglect, abnormal use, or external damage (such as fire, flood, vandalism, incorrect installation, or operation outside recommended temperature or cycling limits).





# Making a Warranty Claim

We've made the process simple and stress-free. If you ever need to make a warranty claim, just follow these easy steps:

## Contact Your Installer First

If you're experiencing any issues with your æther heat pump, your installer is the best place to start. They understand the system setup and can often resolve installation-related concerns quickly and efficiently.

## Still Need Help? Reach Out to Us

If the issue isn't related to installation — or if your installer is unable to assist — our team is here for you.

Contact æther Australia at :  
[support@aetheraustralia.com.au](mailto:support@aetheraustralia.com.au)

## Have Your Proof of Purchase Ready

Make sure you have your invoice or receipt available. This helps us locate your product record and process your claim faster.

## Tell Us What's Happening

Provide clear and accurate details about the issue you're facing. The more information you give, the quicker we can help.





# Limitations of Your Warranty

While your æther warranty provides strong protection, there are some reasonable limits you should be aware of. These help us ensure fair and consistent support for all customers.

## What's Not Covered:

- Costs related to returning or delivering goods — unless specifically approved by us.
- Service call-out fees for issues occurring after the Labour Warranty Period has ended.
- Costs for removing or reinstalling defective units outside the Labour Warranty coverage.
- Any damage or loss during transportation, installation, removal, or reinstallation.
- Theft or vandalism of the unit.
- Physical damage not caused by æther Australia.
- Misuse, neglect, or accidental damage — including poor or irregular maintenance.
- Normal wear and tear, such as rust, corrosion, or mould.
- Repairs or modifications done by unauthorised technicians.
- Any damage that occurs after the warranty period expires.
- Repairs carried out against the advice of æther or its service agents.

## Additional Limitations :

æther Australia is not responsible for incidental, consequential, or punitive damages. This includes things like lost income, lost production, or loss of use. We cannot accept responsibility for losses that were not foreseeable, or where æther was not at fault.

## Important Note :

In some cases, the Australian Consumer Law may still entitle you to compensation or coverage for specific issues, even if they fall outside our standard warranty. Your consumer rights always remain protected.



# ætherCare — Support That Stays With You

At æther Australia, we believe in more than just delivering great products — we're here to support you long after installation. ætherCare is our promise to stand by your side with responsive service, helpful advice, and dependable care.

## What is ætherCare?

ætherCare is your dedicated after-sales support experience, designed to give you peace of mind every step of the way.

Whether it's technical support, warranty assistance, or just a question about your system — we're here when you need us.

## Local Service & Support

Talk to real people, based in Australia, who understand your product and your needs.

## Fast Response Times

We prioritise quick turnarounds — no waiting weeks for answers.

## Friendly Guidance

Need help understanding your warranty or system settings? We'll walk you through it, no jargon.

## Installer-Backed Confidence

We work hand-in-hand with licensed installers across Australia to ensure consistent support.

## Commitment to Quality

From your first call to ongoing maintenance, we're committed to making your experience seamless.



# **Additional Warranty Terms & Customer Responsibilities**

To ensure consistent protection and clear expectations, the following terms apply to your æther warranty:

## **1. Damage to Property Caused by the Unit**

æther Australia is not responsible for any damage to surrounding property, cabinetry, flooring, or fixtures caused by water leakage, steam release, or other malfunctions. Installers must ensure correct drainage, pressure regulation, and overflow protection as per Australian Standards.

## **2. Customer Responsibility for Ongoing Maintenance**

Your heat pump's performance relies on proper upkeep. Customers are responsible for :

- **Draining the tank at least once per year**
- **Inspecting and replacing sacrificial anodes and valves every 3–5 years**
- **Cleaning filters where applicable**
- **Ensuring clear, safe access for servicing**

## **3. Misuse, Incorrect Sizing, or Overuse**

This warranty does not cover

- **Systems used beyond residential scope (e.g., commercial premises)**
- **Undersized systems operating over 18 hours daily**
- **Altered or cycled systems outside intended use**

Installers are responsible for system sizing at the time of installation.

## **4. Acts of God & Unforeseen Events**

Not covered under warranty:

- **Floods, fires, lightning, storms**
- **Power surges or outages**
- **Earthquakes, civil unrest, vandalism**

Customers should ensure their heat pump is protected under home insurance.



## 5. Warranty Transfer

This warranty may be transferred if:

- The unit remains at the original installation address
- Transfer is registered with æther within 30 days of property settlement
- Proof of ownership and original purchase is provided

## authorised Installation Requirement

The system must be installed

- By a licensed tradesperson
- According to æther Australia's installation guidelines and Australian standards

Unqualified installation may void the warranty.

### 1. Mandatory Maintenance & Service Requirements

- Drain tank every 12 months
- Replace anodes and pressure relief valves every 3–5 years
- Clean filters as per manual
- Maintain unobstructed airflow and access to the unit

Improper maintenance or restricted access may result in denied warranty claims.

## Environmental and Installation Conditions

### 1. Water Quality Standards

To maintain warranty coverage, water supply must meet:

The water-quality flowing-into the hot and cold-water system must meet the following requirements if it cannot meet the requirement softening treatment is required



Type	Unit	Standard	Type	Unit	Standard
PH (25C)	/	7.5~8.0	Dissolved - oxygen	mg/L	0
Turbidity	NTU	<3	Organic - phosphorus	mg/L	0
Conductivity(25C)	uS/cm	<200	Sulfate	mg/L	<50
Chloride-ions	mg/L	<50	Acid-consumption	mg/L	<50
Iron-ions	mg/L	<0.3	Sulfide-ions	mg/L	0
Calcium hardness	mg/L	<80	Ammonium-ions	mg/L	0
Total-alkalinity	mg/L	<200	Silica	mg/L	<30

## 2. Harsh or Coastal Conditions

The warranty excludes damage caused by:

- Salt-laden air
- Industrial zones
- Freezing conditions without protective installation

## System Features & Care

### Condensate Drainage

Condensate must be drained safely away from the unit and structure. Improper drainage can lead to water damage, not covered under warranty.

Use the timer function to heat during solar or low-tariff periods for energy savings.

### 1. Mandatory Warranty Registration

You must register your system with æther Australia within 30 days of installation. Failure to register may affect warranty eligibility.

### 2. Installation Pressure Requirement

A 500kPa pressure-reducing valve must be installed downstream of the cold-water non-return isolation valve. Failure to comply may void the warranty.



## **Safety, Warnings & System Use**

### Hydrogen Gas Safety

If the unit is unused for over 2 weeks, hydrogen gas may accumulate. Open a hot water tap for several minutes before using any electrical appliances or flames.

### Legionella Prevention Cycle

The system automatically heats to a high temperature once every 7 days to prevent bacteria. This is not an error and does not impact the warranty.

## **Safety, Warning & system use**

Only genuine, approved æther replacement parts must be used. Third-party or unapproved components will void your warranty.

## **Service & Usage Conditions Not Covered**

### Service & Usage Conditions Not Covered

- Instruction on how to use the unit
- Replacing house fuses or correcting plumbing/electrical faults
- Cleaning the evaporator or removing debris
- Pest or animal damage
- Cosmetic rust, corrosion, or mold
- Noises considered normal (e.g., fan, cycling sounds)
- Damage from relocation after original installation
- Faults from improper use or sizing

## **Pre-Claim Checklist**

Before lodging a claim, please ensure:

- Power is connected
- Unit is not on defrost cycle
- All valves are open
- Airflow is unobstructed
- No visible damage, pests, or water pooling





**Need Help?**

**We're just a call or click away:**

**1800 238 437**

**[support@aetheraustralia.com.au](mailto:support@aetheraustralia.com.au)**

**[www.aetheraustralia.com.au](http://www.aetheraustralia.com.au)**

**Thank You**

Thank you for choosing æther. We're proud to power your home — and even prouder to back it with care that lasts.