ECOGENICA
INNOVATION MEETS TECHNOLOGY

ECOGENICA® OWNERS MANUAL

February 2025

EG-260RW
EG-300RW

Table of contents

1.Warning & Safety Information

WARNING – FOR CONTINUED SAFETY OF THIS APPLIANCE IT MUST BE INSTALLED, OPERATED AND MAINTAINED IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS.

WARNING-THIS APPLIANCE MAY DELIVER WATER AT HIGH TEMPERATURE. REFER TO THE PLUMBING CODE OF AUSTRALIA (PCA), LOCAL REQUIREMENTS AND INSTALLATION INSTRUCTIONS TO DETERMINE IF ADDITIONAL DELIVERY TEMPERATURE CONTROL IS REQUIRED.

WARNING

- If the hot water system is not in use for several weeks, a quantity of hydrogen gas may accumulate in the water heater. To dissipate the gas safely, please turn on the hot water taps for several minutes to ensure that gas has been properly removed from the water heater. As the air escapes, sounds may occur which is normal.

- Do not remove, cover, or damage any permanent instructions or labels from the exterior or interior of the unit panel.

- Only qualified personnel should install in accordance with the Plumbing Code of Australia (PCA) local and national regulations and this guide. Improper installation may cause water leakage, electric shock, or fire alarm.

- Do not insert fingers, rods or other objects into the air inlet or outlet. The fan is rotating at high speed, which may cause injury. Do not use flammable sprays, such as hairspray or paint near the machine to avoid fire.

- Your heat pump contains electrical components. Do not dispose of electrical appliances as unsorted municipal waste, a separate collection facility should be used. Contact your local government to find out information about the collection system. If electrical appliances are disposed of in landfills or dump sites, hazardous substances can seep into groundwater and cause health problems.

- The unit must be fixed firmly, otherwise noise and vibration may be generated. Ensure there are no obstacles around the device. In places with strong wind (such as seaside areas), the unit should be installed in a windproof place.

- The pressure release valve (PTR) should be opened every 6 months to ensure that the valve does not have any restrictions. The drainpipe should be well insulated to prevent the water in the pipe from freezing in cold weather.

- Before cleaning, be sure to stop operation and isolate the unit (i.e.. turn off the isolating switch or circuit breaker), otherwise, electric shock or injury may occur.

- Water temperature over 50 degrees Celsius will cause severe burns and even death.

- Children, the disabled and the elderly are at highest risk of burns. Feel the water temperature with your hands before showering or taking a bath to avoid burns.

- To avoid an electric shock, do not operate the machine with wet hands. The ground electrode must be well grounded. Make sure all electrical sockets and plugs are dry and tightly connected. This unit requires reliable earthing.

- A one-way check valve and a suitable isolation valve must be installed on the water inlet side.

- It is normal for the (PTR) to release some water during operation. However, if there is a large amount of water, please contact our service team. Improper drainage can cause water damage to surrounding areas such as buildings, furniture, etc.

- Except for repair and maintenance purposes, do not turn off the power, especially in cold weather as it may freeze the machine. Continuously powered heating water is necessary.

- Do not puncture the water heater casing, smoke, or activate sparking of any description within 1.5 meters of this water heater.

- Compliance with national gas regulations should be observed. This water heater contains flammable propane refrigeration in a sealed closed refrigeration circuit.

- We recommend keeping children away from the Heat Pump.

- Under no circumstances should "home craft" type modifications be attempted. This appliance is not intended for use by persons (including children) with reduced physical sensory or intellectual abilities, or who lack the experience and knowledge to safely use this appliance without supervision or instruction. Children should be supervised by a responsible person to ensure their safety.

- All electrical connections must comply with the requirements of the local power company, and this guide. Do not use rated fuse, otherwise it may malfunction and cause electrical fire.

- RCBO circuit breaker must be installed.

2.Installation Cautions

PLUMBING

•Care must be taken to ensure the system is installed in accordance with AS/NZS 2712 and to AS/NZS 60335.2.40:2019 - with household and similar electrical appliances.

•The Ecogenica RW Models use natural refrigerant alternative R290 (propane).

•Since heat pump water heaters can generate water temperatures more than +50 degrees Celsius, regulations require that a regulating valve be installed on the hot water outlet line of the water heater to prevent the water temperature from exceeding a pre-set safety upper limit.

•The installation must conform with the Plumbing Code of Australia (PCA), regulations of the local authority, in line with national building regulations and local occupational health and safety regulations. Only licensed professionals will issue a certificate of compliance, certifying that the work in question meets all relevant standards, and only licensed professionals will take out craft insurance. The water heater must be maintained in accordance with this manual and Installation Instructions.

CUSTOM INSTALLATION

• Please consult with Ecogenica about internal installations. If a safety tray is required to prevent building damage, construction, installation and draining of a safe tray must comply with AS/NZS 3500.4 and all local codes and regulatory authority requirements.

• Ensure that the heat pump unit is installed in acompliant and accessible location is crucial formaintaining its warranty and ensuring efficient service.Please refer to the installation guidelines in thismanual for detailed information on compliant installation practices.

• DISPOSAL

Please note, the tank and heat pump must have the natural gas released to the environment before the units are sent to metal recycling, or to your local council appliance recycling centre.

CIRCUIT BREAKER

•The hot water pump power supply must be protected by a separate RCBO on the main power switchboard and rated to suit the size of the components. Do not connect other appliances, especially high-power appliances, to the main power supply of the water heater, to ensure it operates without interference.

•RW Models: These models can be installed on a shared circuit. However, care must be taken by the licensed electrician to ensure that the shared circuit is not overloaded.

•Element Models: These models MUST be installed on their own dedicated circuit to avoid overloading and ensure proper operation

CONDENSATION DRAIN

•The heat pump must be installed on a flat dry surface. If there is no special drainage pipe (sink), be sure to ensure that the condensed water flowing on the ground can be drained smoothly to avoid water pooling around the heat pump. As condensate will otherwise drip from the appliance onto the floor if the drainpipe is not added.

P&T VALUE DRAIN LINE

•A drain line from a relief valve must comply with the requirements of AS/NZS 3500.4. The outlet of a drain line must be easily seen, and arranged so discharge will not cause injury, damage, or nuisance. Drains from the water heater must be directed away from the building, fall continuously, discharge water away from the operator during the operation of the valve, and PTR drains must use copper piping.

GROUND CONNECTIONS

• Proper ground connection is essential.
The presence of water in the piping and water heater does not provide sufficient conduction for a ground. Non-metallic piping, dielectric unions, flexible connectors plumbing etc., can cause the water heater to be electrically isolated.

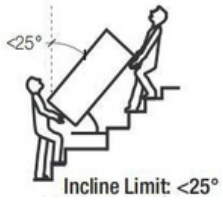
Plumbing must be well insulated. Lagging must be applied to pipes and valves for at least the first 500 mm in all directions, including PTR drainpipes. Customer should consider investing in best practice plumbing to have external hot water pipework to the primary kitchen sink lagged. As every home is different pipework plumbing insulation in the home is quoted separately.

All installations of Ecogenica Heat Pump systems must comply with the AS3000 electrical standards. It is the responsibility of the licensed electrician to ensure that all wiring, power supply connections, and protective devices adhere to these regulations to guarantee safe and effective operation.

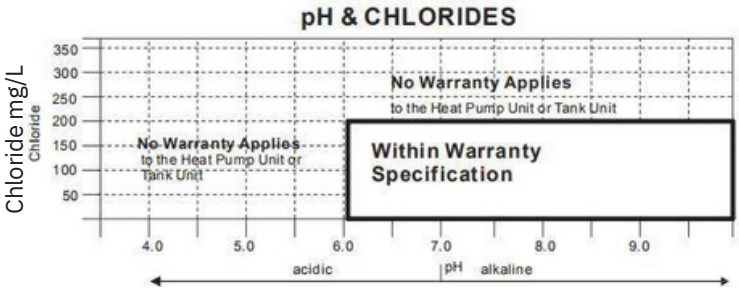
3. Pre-Installation Safety Information

REQUIREMENT: When choosing a suitable location, the following factors should be considered:

- Ensure that there is enough space for installation and future maintenance. Do not install the heat pump in an area that is not easily accessible for maintenance and repair work. This includes installations in confined spaces, locations requiring special equipment to access, or areas that pose a safety risk to our technicians.
- The inlet and outlet should be free of obstacles and strong winds.
- The bottom surface should be flat and capable of bearing the weight of the heat pump, while ensuring that no noise and/or vibration will be increased.
- The running noise and the exhausted airflow should not affect other people. Take care to consider the location of bedrooms and noise sensitive areas.
- Unsafe Installation location: Installation must comply with safety standards and regulations. Including, and
- not limited to, areas with inadequate ventilation, proximity to hazardous materials, or installations that violate manufacturer guidelines.
- Installation indoors are not recommended, and permission must be secured from Ecogenica.
- Ensure that the electrical insulation complies with the relevant local standards.
- Do not install in areas where acidic or alkaline gases are present. Make sure there is no flammable gas nearby.
- TRANSPORT: When shipping this item, the following rules must be followed:
  When moving, do not make the fuselage deviate from the vertical angle by more than 25 Degrees. Keep vertical. To avoid scratches or damage, please use protective covering where applicable.



  Since the heat pump is heavy, it needs two or more people to carry it, to avoid injury and/or damage.
- Since the machine is heavy, it will need two or more people to carry it, to avoid injury and/or damage.
- Do not install in areas with pH & chlorides outside the range listed here (pH 6 to 10)
  & Chloride >200):

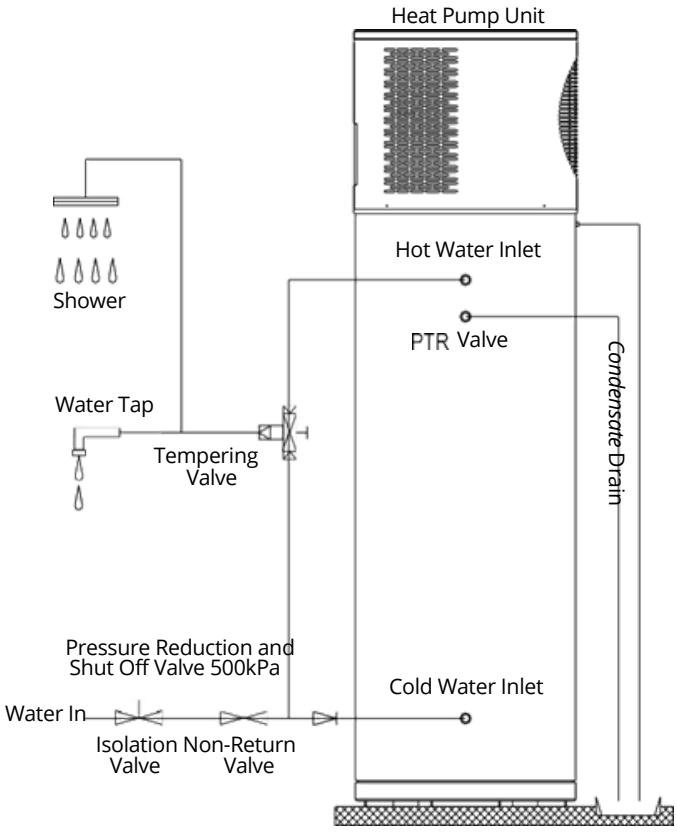


4. Installation

PIPING CONNECTIONS Installation of the water inlet or outlet pipes:
The water inlet and outlet thread are 3/4 BSP (internal thread). Pipes must be heat resistant, durable and UV resistant (when doing outdoor installation).
Installation of the pipe for PTR valve: The valve thread specification is ½ BSP (internal thread).
Note: non-return valve must be installed at the inlet.

All pipe work should be insulated with proper insulating material (weatherproof and UV resistant if exposed) to optimise energy efficiency.

To ensure the faultless operation, the unit must be installed vertically with a tilt no more than 1˚, preferably in the direction of the condensate drain to favor the condensates drainage.



CAUTIONS

The temperature and pressure-relive valve must be installed according to local code. Not doing so will cause damage to the appliance and to other property.

The function of the temperature and pressure relief valve once installed on this water heater is to discharge high conditions. Therefore, it is strongly recommended that the pipe work connected to the relief valve can withstand water temperatures exceeding 99˚C. Failure to follow this recommendation may result in a dangerous situation.

DIELECTRIC JOINT

Different metals between plumbing and tank materials and additionally the effect of hot water can cause the corrosion of one of the metals (generally the one in the tank is the metal attacked).

The dielectric joint will basically avoid any physical contact between the two metals, acting as an effective insulator and prevent this attack. How quickly this, or it at all, happens, depends a lot on the content of your water. It's pH, the dissolved minerals and the metals involved.

CONDENSATE DRAIN TUBES

This unit has an integrated condensation tray. The water collected in the tray drains out of the tube. It is important that a hose is attached to drain. Ensure the heat pump is on a flat, firm surface capable of bearing the weight of the device. If there is no special drainage pipe (sink), be sure to ensure that the condensed water flowing on the ground can be drained smoothly to avoid water pooling around the heat pump. As condensate will otherwise drip from the appliance onto the floor if the drainpipe is not added.

Never block or seal the outlet of the PTR valve or its drain for any reason. The warranty will be void if the relief vale or other safety devices are tampered with or if the installation is not in accordance with this manual.

THERMAL EXPANSION TANK

Thermal expansion is a natural process where heated water increases its volume. When this water is stored in a tank, this volume increase will in fact mean a pressure increase. This pressure increase can result in a dangerous situation. If the safety settings on the relief valve are reached, then the relief valve will operate during the heating cycle.
Please contact a licensed professional, water supplier or plumbing inspector for information about this subject.

PTR VALVE

A temperature and pressure relief valve is supplied and must be installed in the tank port marked for this purpose. No valve or accessory of any type should be installed between the relief valve and the tank. Please observe local codes for the correct installation of relief valves.

The kW rating of the relief valve must be higher than 6kW to ensure that is always above the maximum output power of the water heater when operating with both electrical heater and heat pump and air at 40˚c. The supplied PTR valve complies with this by having a power capacity of 10kW.

Connect the outlet of the relief valve to a suitable open drain so that the discharge water cannot contact any electrical parts, persons or animals and to eliminate any other possible risks. Always use a valve of the same rated pressure and temperature as the PTR valve supplied with the unit.

The pressure rating of the relief valve must not exceed 850kPa, the maximum working pressure of the water heater as marked on the rating plate!

Proper ground connection is essential!

The presence of water in the piping and water heater does not provide sufficient conduction for a ground. Nonmetallic piping, dielectric unions, flexible connectors etc., can cause the water heater to be electrically isolated!

TEMPERATURE MIXING DEVIE

The PCA (Plumbing Code of Australia), AS/NZS3500.4; requires the installation of a temperature limiting device between the water heater and the hot water outlets in a bathroom or similar usage point to reduce the risk of scalding. The maximum temperature that can be delivered is 50 degrees Celsius. Additionally, a certified plumber may have the legal obligation to ensure the water heater installation meets the hot water delivery requirements listed in AS/NZS3500.4.

PRESSURE LIMITING VALVE This water heater is designed for direct connection to mains
water supply. In case the mains supply pressure exceeds 500kPa, a pressure limiting valve must be installed.
A minimum water supply pressure of 200kPa is required to assure the effective operation of this water heater. In installations where the mains water supply pressure exceeds that specified for this product, an approved pressure limiting valve is required and must be fitted. If the water is supplied with low pressure water, below the minimum working pressure for this product, then a pressure pump should be installed to minimise the forming of air traps in the hydraulic circuit.

EXPANSION CONTROL DEVICE

A saturation index greater than +0.4 or in corrosive water areas where there is enough silica dissolved in the water may require the installation of an expansion control valve (ECV) in the cold-water line, being the last valve installed prior to the water heater.

POWER REQUIREMENTS (ALL MODELS)

Before installation, check the markings on the rating plate of the water heater to ensure that the available power supply corresponds to the water heater's requirements. The Heat Pump Water Heater must be connected to a 230V-240VAC 50Hz permanent mains power supply and must be protected by an RCBO. Additionally, the power supply circuit of the Heat Pump must have a properly installed and effective ground wire, which must be reliably connected to the external ground system. Arrange the sensor cables and power supply wires together and ensure the layout is neat. RW Models: These models can be installed on a shared circuit. However, care must be taken by the licensed electrician to ensure that the shared circuit is not overloaded. Element Models: These models MUST be installed on their own dedicated circuit to avoid overloading and to ensure proper operation. The temperature sensor cables must be fully inserted (approx. 150mm) into the tank at the top and bottom of the tank on the element models to control element and heat pump activations. The appliance must be powered for the first time after the tank was filled with water. Activating the timer: note, in colder months we suggest you run the heater in Auto Mode without the timer. The hot water heat pump supply must be protected by a separate RCBO on the main switchboard and rated to suit the size of the components. Do not connect other

5. System Maintenance

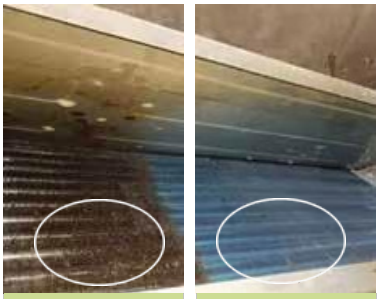
CLEANING

The heating effect depends on whether there is dust, mud or other on the surface of the evaporator. Sundries block the air inlet channel and lose the effect of heat exchange with the air, resulting in heating efficiency.

Customers are required to ensure that the heat pump remains clean and free from debris.

The relief valve and relief valve drain pipe must not be sealed or blocked.

Small amounts of water may leak from relieve valve during heating cycles.



Before cleaning | After cleaning

CHECK THE ANODE

It's essential to replace the anode, when necessary, as the anode is installed in your water heater to protect the cylinder, but it will slowly wear out over time. It is recommended that you replace the anode during a five-year service, or before if you have poor water quality in your area, the maximin time between replacement is 8 years. Poor water quality occurs when water supplies that are either softened, desalinated, or where the water supply alternates between a water tank and a public supply or another source.

Typically, a magnesium anode is fitted as the standard option. During anode replacement the correct selection of the anode is crucial to maintain the warranty on the water heater cylinder.

PTR MAINTENANCE

Periodic operation of the valve is recommended to ensure smooth water flow. If the water does not flow freely, change valve.

To avoid the expansion and deformation of the water tank due to excessive pressure, the service life of the water tank will be affected.

I. Find the position of the valve

II. Carefully release the valve with the lever to release some water from the tank.

III. Note: Please use the water discharged from the container to avoid damage to other items

IV. If the water is flowing, the valve is still in proper working order

V. If the water does not flow freely, the valve is out of function and needs to be replaced

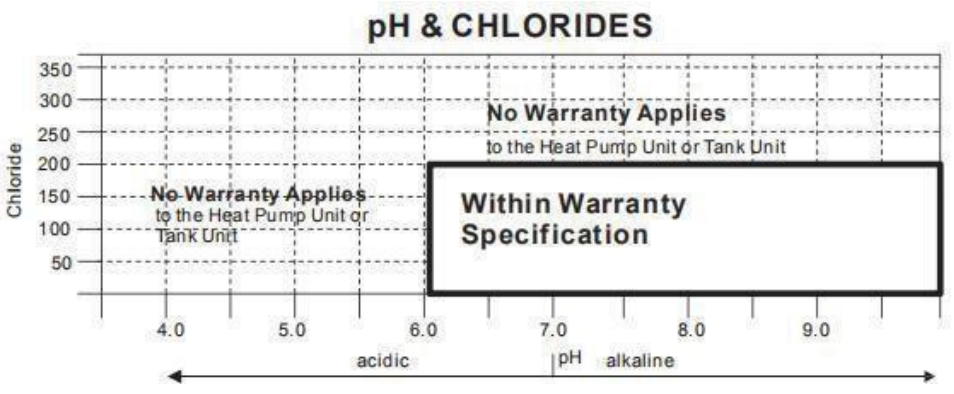
VI. If the valve needs to be replaced, please contact your plumber or our service team for further assistance.

CHECK

Please check the machine regularly for any damage, if there is obvious damage, please contact our maintenance team.
In some cold areas (below zero degrees Celsius), if the system stops working for a long time, the water in the water tank should be released before activating the heat pump, to ensure the water is not freezing. Failure to do so may cause the machine to malfunction and, in severe cases, damage. If water does not release from your P&T valve consult your plumber and Ecogenica.

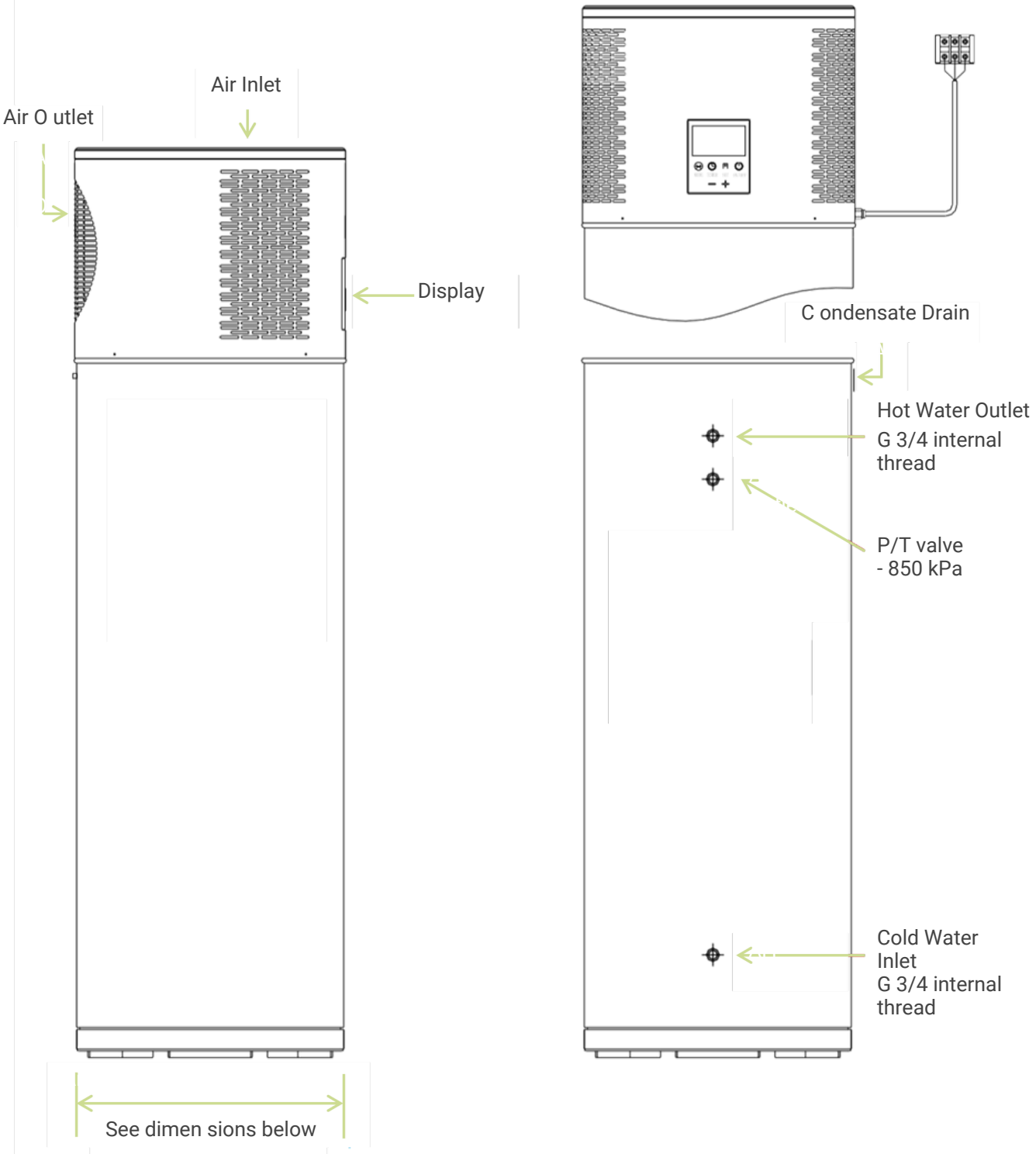
WATER QUALITY REQUIREMENTS FOR WATER SUPPLY (CHLORIDE AND PH)

Heat pump units and hot water tank units with a Ph value less than 6.0 are not guaranteed.
The water supply to rainwater storage tanks within urban agglomerations can be corrosive due to the dissolution of atmospheric pollutants. Water with a pH value of less than 6.0 can be treated to increase the pH value, so it is recommended to analyze the quality of tap water before connecting to this type of water supply system.



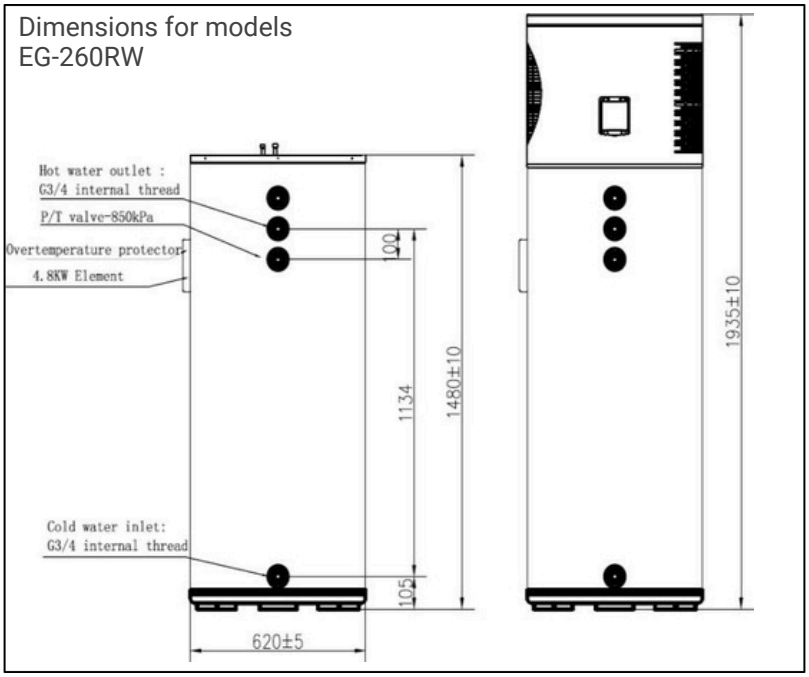
6.Connections and Dimensions

CONNECTIONS

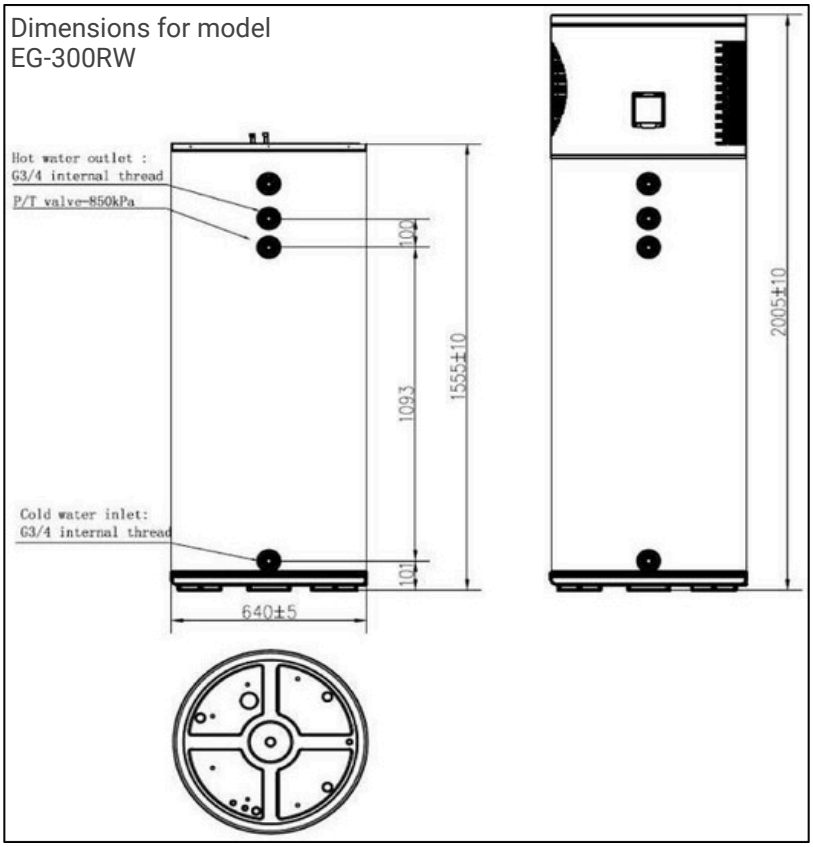


DIMENSIONS

Dimensions for models
EG-260RW



Dimensions for model
EG-300RW

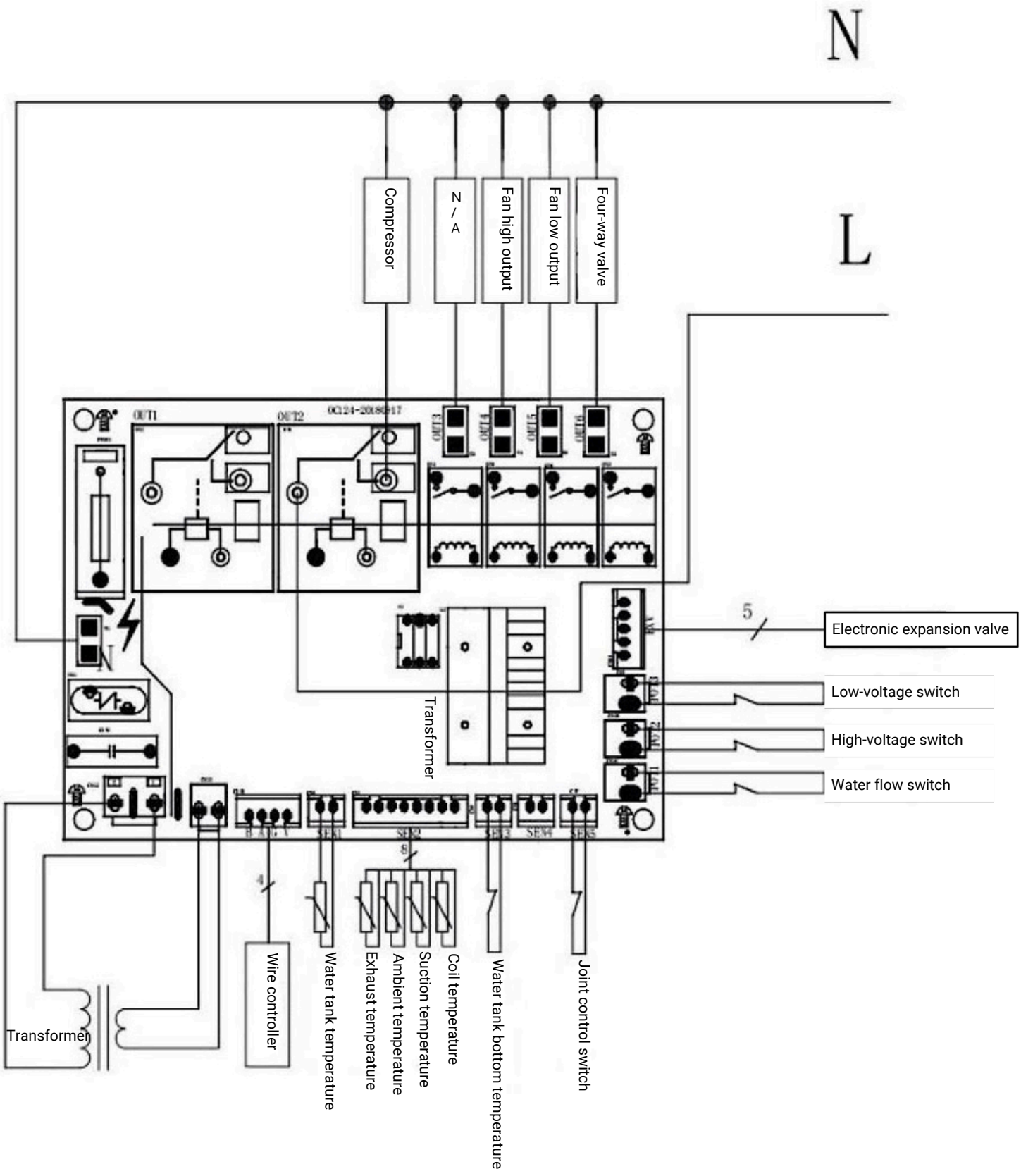


7. Specifications

All In One Product Specifications		
Ecogenica Model:	**EG-260RW**	**EG-300RW**
Rated Heat Pump capacity Wat	2700	3340
Hot Water Delivery (1st hour) lit	312	354
Recovery rate (20℃ & 45℃ Delt	52	64
Storage capacity litres:	260	290
COP (19℃ & 55℃ ambient):	5.6	5.5
Wi-Fi:	Yes	Yes
Maximum current AMPS:	3.5	15
Element power kW:	0	0
Element current AMPS:	None	None
Compressor nominal rating W:	550	680
Max compressor W:	825	1050
Max input power/current W/A:	825/3.5	1050/4.5
Max outlet temperature ℃:	65℃	65℃
Running temperature ℃:	Range -7 / 43℃:	Range -7 / 43℃:
Refigerant type/mass	R290/340g	R290/380g
IP Rating:	IPX4	IPX4
Rated pressure of tanks:	850kPa	850kPa
Rated water supply pressure:	500kPa	500kPa
PTR valve setting:	850kPa	850kPa
PTR valve power capacity:	10kW	10kW
Dimensions H/W mm:	1935/620	2005/640

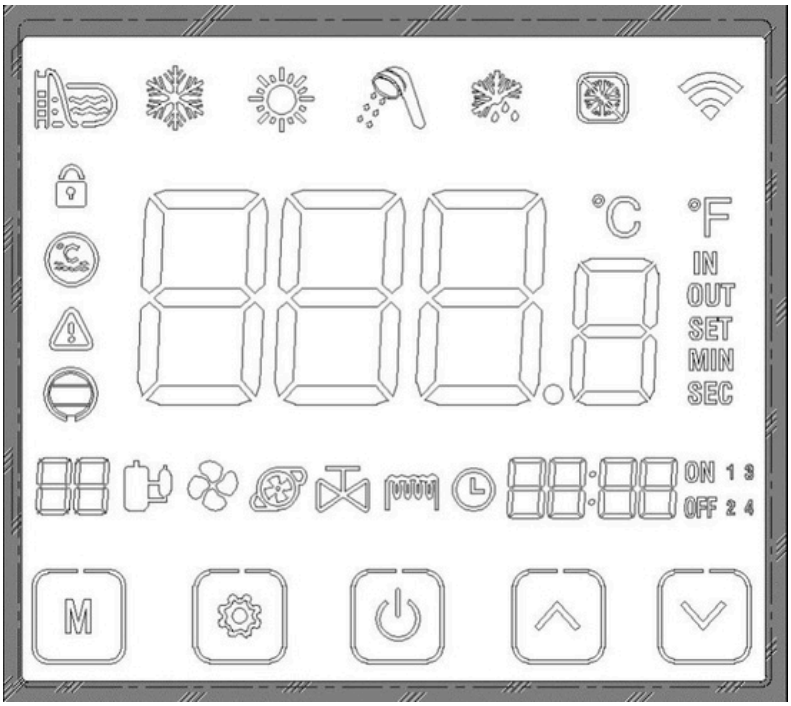
This water heater complies with AS 3498 and AS/NZS 1677.2 . Test conditions: air W/D 19°C/15°C water temperature at 14°C to 55°C . This water heater is fully welded enamel tank meeting the design requirements. Max. allowable pressure: 4.4MPa.

8.Electrical Circuit Diagram



9.System Operation

WIRE CONTROLLER CONTROL PANEL LCD
ICONS



: Defrosting :Fan : Heating state : N/A

: Insulation state : Locked state : Electric heater

: Down button : Up button : Four-way valve : Mode button

: Clock button : On-off button

OPERATING INSTRUCTIONS

STARTUP / SHUTDOWN OPERATION

• Startup: Long press " ⏻ " button for 3s to start up under the off state

• Shutdown: Long press " ⏻ " button for 3s to shut down under the on state

EcogenSmart App

Connecting Your Heat Pump to the App
Follow these instructions to connect your heat pump to the app for seamless operation and control:
Download the App
The app is available on both the App Store (iOS) and Google Play (Android).
Search for the "EcogenSmart" app, download, and install it on your device.
Create an Account
Open the app and create an account using your email address and a password of your choice.
Check your email for a verification code, which you'll need to complete the account setup.
Add Your Heat Pump
Once logged in, tap the home icon located at the bottom left of the app screen.
Select the + icon at the top right-hand side of the screen.
Choose the option to Add Device.
Detect the Heat Pump
The app will automatically detect your heat pump.
Connect to Your Wi-Fi
Follow the prompts to connect the app to your home Wi-Fi network.
Enter your Wi-Fi credentials when prompted.
Finalize Connection
Once the Wi-Fi connection is established, the app will successfully link to your heat pump.

WIFI CONFIGURATION

REMOTE CONTROL

• Note: The " 📶 " button is shielded for the wire controller without WIFI module

SET TEMPERATURE

•Press " ∧ " or " ∨ " button in the main interface to view the set temperature

•At this time, display "Set Temperature" and flash, press "+" or "-" button to adjust the set temperature, and then

•Press " ⚙ " button to save the setting and exit. If there is no operation within 5s, the system will save the user setting automatically and back to the main interface

• Press " ⏻ " to exit

SET WORKING MODE

•Press " ▣ " to release and switch between "Automatic Mode" and "Energy-saving Mode". Under the "Energy-saving Mode", run according to the working period set (It is valid after the button is released)

SET TIME

•Press " ⚙ " button to enter the time setting. The time adjustment shall be as follows: Hour → Clock → Exit Setting

•Press " ∧ " and " ∨ " to adjust the corresponding time value

•It will exit automatically if no button is pressed after 30s

•Press " ⏻ " button to exit during setting

TIMING SETTING

•Long press " ⚙ " button for 3s to enter the timing setting

•**Timing 1:** At this time, "Timing on 1" hour flashes, press " ∧ " and " ∨ " to adjust the hour

•After the adjustment press " ⚙ " button, "Timing on 1" minute flashes, press " ∧ " and " ∨ " to adjust the minute;

•press " ⚙ " button again to enter the setting of "Timing off 1". The setting method is the same as for "Timing on 1".

•**Timing 2:** Press " ⚙ " button again to enter the setting state of "Timing on 2". The setting method is the same as for Timing 1

•**Timing 3:** The setting method is the same as that of Timing 1 and Timing 2

•It will exit automatically if no button is pressed after 30s

•Press " ⏻ " button to exit during setting

Note: If the start time and the end time of a timing period are the same, it means that the period is invalid. If the end time of a period is earlier than the start time, the end time is considered as that on the next day. For example, if a period is set from "22:00" to "03:30", it is deemed as from 10:00 p.m. to 3:30 a.m. the next day.

ADVANCED SETTING:

•Long press " " button to enter the parameter setting. If a password (F80) has been set, the word "PAS" will be displayed, prompting to enter the password

•Press " " button or " " button to adjust the password, and press " " button for confirmation after adjustment. If the password is correct, it will enter the parameter setting state. At this time, "Fxx" is displayed on the displayer, where xx is a two-digit number, indicating the parameter code.

•Press " " button or " " button to select the parameter to be set, press " " button to lock the parameter after setting. And then, the value corresponding to the parameter flashes.

•At this time, press " " button or " " button to adjust the value, and press " " button to save the adjusted value after adjustment. The same method can be used to set other parameters. See "Parameter Setting Form" for details.

•It will exit automatically if no button is pressed after 5s.

•Press " " button to exit during setting

FACTORY PARAMETER SETTING (RST)

•Under the non-set state, long press " " and " " buttons to enter the factory parameter setting. The parameter adjustment mode is the same as that of "Advanced Setting". The parameter adjustment mode will fix factory parameters.

PARAMETERS RESTORE TO FACTORY DEFAULT PARAMETERS (RST)

• Under the non-set state, long press " " and " " buttons for more than 4s to display "dEF"

•Then press " " button to restore the current parameters to factory parameters. (Note: See "Factory Parameter Setting" for details of the setting of factory parameters)

MANUAL FORCED DEFROSTING

• Long press " " and " " buttons for 10s to start defrosting forcibly and exit when the maximum defrosting time is reached, or the protection fails.

BACKLIGHT CONTROL

•Run according to the setting of parameter F63

10.Trouble Shooting

TROUBLE SHOOTING If a diagnostic code not listed above is displayed, please contact for technical assistance.

ERROR CODES - PARAMETER SETTING FORM

Abnormality	Alarm code	Action	Recovery mode
Freezing protection	A11		
Low-voltage alarm	A12	Stop heating	Automatic or manual, settable (F51, F52)
High-voltage alarm	A13	Stop heating	Automatic or manual, settable (F54, F55)
Water flow protection	A14		Automatic or manual
Water temperature probe fault	A21	Stop heating	Automatic recovery
External probe fault	A22	-	Automatic recovery
Exhaust probe fault	A23	-	Automatic recovery
Environment probe fault	A25	-	Automatic recovery
Suction probe fault	A26	-	Automatic recovery
Fault of probe at the bottom of the water tank	A27	-	Automatic recovery
Linkage switches off	A28		Automatic recovery
The DC fan speed feedback is faulty	A31		Automatic recovery
The input voltage of the DC fan is too low	A32		Automatic recovery
The input voltage of the DC fan is too high	A33		Automatic recovery
Three-phase fault of the DC fan	A34		Power failure recovery
Communication fault of the DC fan	A35		Automatic
Compressor current overload protection	A41	Stop heating	Automatic or manual
Disconnection with external board	A51	Stop heating	Automatic recovery
Too high exhaust temperature	A61	Stop heating	It will recover automatically if no more than 3 times of exhaust temperature decrease

11. Warranty

Disclaimer: All our Heat Pump's systems must be installed by a licensed and certified installer ensuring all local, state and national regulations are met. Failure to do so will void this warranty.

NOTICE TO CUSTOMER

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.

Note: We recommend all consumers safely store receipts, invoices, warranties, and any installation records to allow for faster processing of warranty claims.

1.1 TERMS OF WARRANTY

1. The warranty terms in this ECOGENICA® Customer Product Manual relates only to the ECOGENICA® Range of Heat Pump Water Heaters:
EG-260RW; EG-260RW-4.8E; EG-260RW-4.8EC; EG-300RW; EG-300SW-E2.0

The warranty period are as follows from the date of installation:

Hot Water Heat Pump All-In-One Systems: A Five (5) year warranty applies to the Hot Water Heat Pump All-In-One System supplied and a two (2) year warranty for labour and ancillary components/parts. Ancillary components/parts covered under the 2-year warranty include items such as the Pressure Temperature Relief Valve, Tempering Valve, Isolation Valve, Pressure Limiting Valve, General Power Outlet, and 3-pin plug.

The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Heat Pump Water Heater System, which the purchaser has under the law including the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

2. Ecogenica will repair or provide parts for repair or replacement, where defects arise from faulty materials.

3. Ecogenica is responsible for reasonable costs associated with legitimate warranty claims, as determined by Ecogenica. To determine whether a warranty claim is legitimate, Ecogenica may send an Ecogenica accredited service agent to inspect the product. Ecogenica is not responsible for:

(a)any costs that are not pre-approved in writing by Ecogenica; and
(b)any costs associated with a product which is determined upon inspection not to be covered by this warranty.
Any reasonable costs incurred by the consumer that is associated with making a legitimate warranty claim will be reimbursed by Ecogenica.

Inquiries relating to warranty coverage and claims for Ecogenica products or services must be made by contacting Ecogenica.

An Ecogenica accredited service agent or the Ecogenica service department can repair or replace product components, subject to Ecogenica terms and conditions of warranty. Ecogenica can, in addition, provide information on operation and maintenance of Ecogenica products. Ecogenica contact details are on the back of this document.

1.2 WARRANTY CONDITIONS

1. The person making the claim must be the owner of the Product or have written authorisation to act on behalf of the owner which must be provided to ECOGENICA®.
2. The person making the claim must notify ECOGENICA® as soon as they notice any defects without delay, and the product must be within its warranty period as set out in the terms of warranty.

3. The warranty applies to products manufactured on or after the date of publication of this warranty.

4. The terms of warranty take effect from the date of completion of installation of the Product and full payment of the Product. Ecogenica reserves the right to request proof of purchase or a copy of the certificate of compliance (this is required by law to be issued by the installer) to verify the date of completion of installation prior to commencing any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the data plate of the appliance.

5. Prior to any inspection, service, repair or replacementundertaken pursuant to the warranty on a Heat Pump Water Heater System, the following must occur:
a.The warranty works must be authorised by Ecogenica; and
b.Proof of purchase and the certificate of compliance must be submitted to Ecogenica.

6. The Heat Pump Water Heater System must be installed, commissioned, serviced, repaired and removed in accordance with the installation instructions supplied by Ecogenica for the Heat Pump Water Heater System, and in accordance with all relevant statutory and local requirements of the state/province/municipality in which the Heat Pump Water Heater System is installed.

7. All Heat Pump Water Heater Systems must be operated and maintained in accordance with the Ecogenica operating instructions.

8. The warranty only applies to the Heat Pump Water Heater System and original or genuine (company) component replacement parts provided by Ecogenica. The warranty does not cover any plumbing or electrical parts supplied by the installer and that is not an integral part of the Heat Pump Water Heater System. Such parts would include, but is not limited to, pressure regulating valve, limiting valves, check valves, tempering valves, electrical switches or fuses.

9. To the extent permitted by law, Ecogenica shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to the Heat Pump Water Heater System or component(s) related to the system or its operation including but not limited to leakage.

10. Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Heat Pump Water Heater System does not carry a new warranty.

11. Ecogenica reserve the right to have the installed product returned to the factory for inspection.

12. Products eligible for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the Products.

13. Where the Heat Pump Water Heater System is not installed in accordance with the installation instructions or installed in a position that does not allow safe, ready access as determined by the attending service person, the service may be refused at their discretion. Any cost to access the site safely, including the cost of additional materials, handling and/or safety equipment, will be charged to the consumer and will be the consumer's responsibility.

14. The Heat Pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the Heat Pump Water Heater System Literature.

1.3 WARRANTY EXCLUSIONS

Products supplied by Ecogenica are subject to warranties that cannot be excluded by law. Any breach of condition or warranty is limited to the repair or replacement of the Product, the supply of an equivalent Product, the payment of the cost of repairing or replacing the Product or acquiring an equivalent as determined by Ecogenica.

Repair and replacement work will be carried out as set out in the Heat Pump Water Heater System terms of warranty. However, the following exclusions may void the warranty and may incur additional service charges and/or cost of parts:

15. Damage to the Heat Pump Water Heater System or any component, including accidental damage, natural disasters, acts of God, storm damage, vandalism.

16. Failure due to abuse, misuse or neglect, improper maintenance, or failure to maintain and incorrect or unauthorised installations.

17. Failure or damage caused by alterations, service or repair work carried out by persons other than Ecogenica accredited service agents or the Ecogenica service department.

18. Where no fault is found with the Heat Pump Water Heater System or its components and the issue is related to the plumbing installation or is due to a direct or indirect failure of water, electric or gas supplies, corrosive atmosphere or other issues not caused by a fault of the Product including but not limited to:

(a) excessive discharge from the temperature and/or the pressure relief valve due to high water pressure.
(b) excessive water pressure.
(c) no flow of hot water.
(d) water leakage.
(e) where the supply of electricity or water does not comply with relevant codes or acts, or the power supply is cut;
(f)the overflow vent drain has not been installed or it is blocked or corroded.
(g)rust due to a corrosive atmosphere.

19. Where the unit fails to operate or fails because of excessive cold or ice formation in the piping to or from the Heat Pump Water Heater System.

20. Where any faults arise from connecting to a water source that is unfiltered such as dams, bores, rivers etc.

21. The Heat Pump Water Heater System being relocated from its original point of installation.

22. Operating the water heater and components when not filled with water.

23. This warranty applies to Heat Pump Water Heater Systems connected to the energy source listed on the data label of the Product.

24. This warranty does not apply to damage caused by sludge and/or sediment in the water supply.

25. Repair and/or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm. (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level when the water heater.

26. Where the Ecogenica Heat Pump Water Heater System is in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements, causing the need to dismantle or remove cupboards, doors, or walls, or require the use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position.

27. Labour costs incurred due to an Ecogenica accredited service agent performing checks which should have been carried out by the consumer in accordance with the operating instructions and where no defect is found.