

WARRANTY TERMS



Duplex Stainless Steel Heat Pump

1. GENERAL WARRANTY

This warranty is provided by Omni X Technologies Pty Ltd for its Duplex Stainless Steel heat pump hot water systems. It covers defects in materials and workmanship under normal domestic use, subject to the conditions outlined below. This warranty applies to the following models installed within Australia:

- OMNIXHP-180-R290
- OMNIXHP-250-R290
- OMNIXHP-340-R290
- OMNIXHP-420-R290

1.1 ELIGIBILITY REQUIREMENTS TO MAKE A CLAIM

- The claimant must be the product owner or authorised to act on behalf of the owner.
- The claim must be made promptly once a defect is noticed and within the warranty period.
- The product must retain its original serial numbers and rating labels.
- The product must be installed in Australia by a licensed plumber and electrician.
- Proof of purchase and installation must be provided.

1.2 SUMMARY OF WARRANTY PERIODS

Component	Parts	Labour
Duplex Stainless Steel Cylinder	10 years	5 years
Heat Pump & Components	5 years	5 years
Relief Valves	5 years	2 years

1.3 GENERAL WARRANTY CONDITIONS

1. Repairs or replacements will be at the sole discretion of Omni X Technologies.
2. Any replacement part carries the balance of the original warranty period only.
3. Labour coverage is capped at 2 hours including travel up to 25 km; customer pays costs beyond this.
4. Warranty is void if the system is not installed, operated, or maintained per Omni X instructions and relevant standards.
5. Alterations, non-genuine parts, or unauthorised repairs void this warranty.

- 6. Claims must include full details of the defect and be lodged within one (1) month of detection.
- 7. Freight and insurance charges outside metropolitan areas are the responsibility of the owner.

1.4 EXCLUSIONS

- This warranty does not cover:
- Damage due to misuse, neglect, accidents, vandalism, or natural disasters.
 - Faults caused by incorrect installation or unlicensed installer work.
 - Water quality outside the specified limits (see Table 2).
 - Damage due to freezing, vermin, insects, or rodents.
 - Power surges, lightning strikes, or dirty power supply.
 - Cosmetic damage or tarnishing from environmental exposure.
 - Relocation of the system from its original installation site.
 - Any ancillary plumbing or electrical components supplied by the installer.

1.5 CYLINDER WARRANTY CONDITIONS

- The cylinder is warranted for 10 years against leaks caused by faulty materials or workmanship.
- Labour costs for cylinder replacement are covered for 5 years.
- Warranty applies only if installed per manufacturer’s instructions and Australian Standards.

1.6 RELIEF VALVE WARRANTY CONDITIONS

- Relief valves are warranted for 5 years (parts).
- Labour coverage is limited to 2 years.
- Only Omni X approved relief valves are covered under this warranty.

1.7 WATER QUALITY REQUIREMENTS

Parameter	Limit
Total Dissolved Solids	< 600 mg/L
Total Hardness (CaCO3)	< 200 mg/L
Chloride	< 300 mg/L
pH	6.5 – 8.5
Iron	< 1 mg/L

Sodium	< 150 mg/L
Magnesium	< 10 mg/L
Electrical Conductivity	850 µS/cm
Free CO2	< 25 mg/L

1.8 AUSTRALIAN CONSUMER LAW

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 for 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.

1.9 HOW TO MAKE A CLAIM

To initiate a warranty claim, please contact the Omni X Technologies Warranty Department. You will need to provide the following information:

1. Product serial number
2. Proof of purchase and/or installation
3. Photos of the system and installation
4. Detailed description of the issue

Contact Details:

Omni X Technologies Warranty Department

Phone: 1300 721 996

Email: sales@omnixtechnologies.com.au

Address: 34 Forge Street, Blacktown NSW 2148



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Warranty Department
1300 721 996
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