



AIR SOURCE HEAT PUMP END USER WARRANTY

This warranty is only valid for heat pumps ordered from 1 March 2025



Mr. Silence 30

Our warranty provides coverage for defects in workmanship and defects or malfunctions that arise during normal use conditions for a period of:

- 15 years on the compressor
- 15 years heat exchange
- 7 years on spare parts

This warranty applies only to non-commercial, residential use of the heat pump and only to the original purchaser or original owner if the product was purchased as a gift. The warranty does not cover damage resulting from, neglected, power outages, low water flow, restricted air flow, or any other form of neglect, or abuse. There may be other exclusions to this warranty, as described in the Limited Warranty. It is important to carefully read and understand the terms of the Limited Warranty in order to fully understand the coverage provided. Additionally, any modifications or repairs made to the unit by a non-authorised technician will void the warranty. We recommend regular maintenance and proper use of the unit to ensure optimal performance and to maintain the validity of the warranty.

Mr. Silence

Our warranty provides coverage for defects in workmanship and defects or malfunctions that arise during normal use conditions for a period of:

- 10 years on the compressor
- 10 years heat exchange
- 5 years on spare parts

This warranty applies only to non-commercial, residential use of the heat pump and only to the original purchaser or original owner if the product was purchased as a gift. The warranty does not cover damage resulting from, neglected, power outages, low water flow, restricted air flow, or any other form of neglect, or abuse. There may be other exclusions to this warranty, as described in the Limited Warranty. It is important to carefully read and understand the terms of the Limited Warranty in order to fully understand the coverage provided. Additionally, any modifications or repairs made to the unit by a non-authorised technician will void the warranty. We recommend regular maintenance and proper use of the unit to ensure optimal performance and to maintain the validity of the warranty.

Registering the product warranty

All products require registering using the product registration form within 7 days of installation. Failing to register may invalidate the warranty. Please fill in all information requested.

Extent of Warranty

This warranty extends only to the original consumer purchaser of the heat pump when invoiced and delivered. The warranty terminates upon any transfer of ownership prior to the expiration of the warranty period. Any modifications to the heat pump will void the warranty. This is a parts only warranty. Superior Wellness will not pay for any labour and an engineer will not be sent out unless a call out fee is paid.

How to make a claim

To make a claim please contact your authorised Aquark dealer, who you purchased your Aquark Air Source Heat Pump from. They will make a claim on your behalf.



AqualIntel

Our warranty provides coverage for defects in workmanship and defects or malfunctions that arise during normal use conditions for a period of:

- 5 years on spare parts

This warranty applies only to non-commercial, residential use of the heat pump and only to the original purchaser or original owner if the product was purchased as a gift. The warranty does not cover damage resulting from, neglected, power outages, low water flow, restricted air flow, or any other form of neglect, or abuse. There may be other exclusions to this warranty, as described in the Limited Warranty. It is important to carefully read and understand the terms of the Limited Warranty in order to fully understand the coverage provided. Additionally, any modifications or repairs made to the unit by a non-authorised technician will void the warranty. We recommend regular maintenance and proper use of the unit to ensure optimal performance and to maintain the validity of the warranty.