

AVENZA PRO PTY LTD

LIMITED PRODUCT WARRANTY

Orilux OX26 Inverter Pool Heat Pump

This Limited Warranty applies to the **Orilux OX26 Pool Heat Pump** ("Product") supplied by **Avenza Pro Pty Ltd** ("Avenza Pro") and installed in Australia.

1. Warranty Coverage

Avenza Pro warrants that the Orilux OX26 will be free from defects in materials and workmanship when installed, operated, and maintained in accordance with the Product Installation & Owner's Manual.

The warranty period commences from the **date of purchase**, as verified by a valid proof of purchase.

Warranty Periods

- **Titanium Heat Exchanger**
30 Years Limited Warranty (Titanium tube portion only)
 - **Compressor (Mitsubishi Twin Rotary)**
15 Years Limited Warranty
 - **Parts**
5 Years Limited Warranty
 - **Labour**
1 Year Limited On-Site Labour Warranty
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2. What This Warranty Covers

At its discretion, Avenza Pro will:

- Repair or replace defective components, or
- Supply replacement parts at no cost during the applicable warranty period

All replacement parts will be supplied directly by Avenza Pro or its authorised service partners.

3. What This Warranty Does Not Cover

This Limited Warranty does **not** cover:

- Normal wear and tear
- Consumables, including but not limited to refrigerant, brazing materials, adhesives, or gases
- Damage caused by misuse, abuse, neglect, accident, vermin, corrosion, flooding, or acts of God
- Damage resulting from incorrect installation, improper electrical connection, or plumbing not performed by licensed trades

- Operation outside the Product's specified operating conditions
 - Use of the Product for purposes other than residential or commercial pool/spa heating unless expressly approved by Avenza Pro
 - Loss or damage that is indirect, incidental, or consequential
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4. Installation & Maintenance Requirements

This warranty is valid only if:

- The Product is installed by a **licensed electrician and qualified installer**
- Installation complies with all **local laws, regulations, and standards**
- The Product is installed in a location with **adequate ventilation and accessibility**
- Pool or spa water chemistry is properly maintained at all times
- The Product is operated and serviced in accordance with the official Product manual

Failure to meet these requirements may void this warranty.

5. Warranty Claim Procedure

To make a warranty claim, the owner must provide:

- Proof of purchase
- Model and serial number
- Installation date and installer details
- Description of the fault
- Photos or documentation if requested (including compliance certificates)

All warranty claims must receive **prior authorisation** from Avenza Pro before repairs commence.

6. Service & Labour Conditions

- Labour is covered only within the first **12 months** from purchase
 - Service calls outside a standard service radius may incur travel or call-out fees
 - Excessive labour costs due to difficult access, unsafe conditions, or non-standard installation are not covered
 - The Product must be readily accessible without special lifting or scaffolding equipment
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7. Replacement Parts

If parts are sourced independently without written approval from Avenza Pro, reimbursement may be declined or limited to Avenza Pro's wholesale cost.

8. Australian Consumer Law

This warranty is provided in addition to your rights under the **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 compensation for any other reasonably foreseeable loss or damage.

9. Warranty Exclusions & Void Conditions

This warranty will be void if:

- Repairs are attempted by unauthorised persons
 - The Product is relocated without approval
 - Installation, commissioning, or servicing instructions are not followed
 - The Product is operated in corrosive or unsuitable environments
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10. Warranty Provider Details

Avenza Pro Pty Ltd

Australia

✉ Email: Avenza@avenzapro.com.au

☎ Phone: *1300 Avenza*

🌐 Website: www.avenzapro.com.au