

Takagi Continuous Flow Water Heating Products Warranty

Exclusively distributed by Consolidated Energy Systems Pty Ltd

Warranty Terms

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

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. 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.

Given installation and application is in accordance with the manufacturer's specifications and instructions as published at the date of installation, Consolidated Energy will repair or replace goods free of charge in the event of defects arising from faulty materials and/or workmanship in accordance with the warranty terms, conditions and exclusions stated in this document.

Consolidated Energy is responsible for reasonable costs associated with legitimate warranty claims, including attendance of an authorised Consolidated Energy service provider to inspect the faulty product.

Consolidated Energy is not responsible for:

- (a) costs for tradespeople that are not authorised Consolidated Energy service providers; or
- (b) any costs, including call-out costs for an authorised Consolidated Energy service provider, associated with a product that is determined upon inspection not to be covered by this warranty.

Enquiries relating to warranty claims for Takagi water heating products or services must be made by contacting Consolidated Energy. Contact details are below

Consolidated Energy Warranty and Service 1300 560 944

or go to www.consolidatedenergy.com.au to place your enquiry.

Warranty Table

Takagi Continuous Flow Water Heaters		All Models 20L - 26L	
		Heat Exchanger	All other components
Domestic Use	Parts	10 years	3 years
	Labour	3 years	3 years

Domestic Use

Domestic use is defined as water heaters installed to supply:

1. Single domestic dwellings.
2. Individual motel units, hotel room units, nursing home units, retirement village units and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 70°C.

Commercial Use

Takagi water heating products are not covered by a warranty in commercial use situations.

Commercial use is defined as water heaters installed to supply:

1. Dwellings with a hot water ring main installed, even if they are single domestic dwellings.
2. Centralised shower blocks.
3. Commercial kitchens used for the bulk food preparation.
4. Delivery temperatures pre-set to exceed 70°C.
5. Commercial or industrial heating processes.
6. Hydronic space heating installations.
7. Centralised bulk hot water systems.
8. Pool water heating systems.

Warranty Conditions and Exclusions

If you request a call out and it is found that the fault is not covered by the warranty, you are responsible for the standard call out charge. If you choose to have the non-warranty component repaired it will be at your cost.

This warranty applies to products which are manufactured on or after the date of publication of this warranty.

If a subsequent version of this warranty is published, the terms of that warranty and what is covered by it will apply to water heaters manufactured after the date specified in the subsequent version.

All terms of this warranty are effective from date of completion of the original installation of the product and Consolidated Energy or the attending service agent reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 3 months after the date of manufacture as stated on the product. Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

Where a failed component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.

The installation must be done in accordance with the information supplied in the installation instructions. All other relevant National, State or Local regulations must also be conformed with and these include (but are not limited to):

- AU/NZ Standard AS/NZS3500.1 – Water Supply
- AU/NZ Standard AS/NZS3500.4 – Hot Water Supply
- AU/NZ Standard AS/NZS3000 – Electrical Installations
- AU/NZ Standard AS/NZS5601 – Gas Appliance Installation
- Local Water, Gas & Electrical Authority Regulations
- Municipal Building Codes

To the extent permitted by Australian Consumer Law (ACL), this warranty does not cover the following:

1. If you request a call out and it is found that the fault is not covered by the warranty, you are responsible for our standard call out charge. If you choose to have the non-warranty component repaired it will be at your cost.
2. Defects or faults caused during the installation of the appliance.
3. Defects or faults caused by misuse, abnormal strain, or accidental damage.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Consolidated Energy service agents.
5. Damage by Acts of God such as floods, storms, fire, lightning strikes and alike, or other circumstances outside the control of Consolidated Energy.
6. Water heaters that have been connected to water qualities that exceed the recommendations outlined in this manuals index.
7. Faulty water plumbing including excessive water pressure, blocked pipework or water strainers, and inappropriate water flow restricting devices. Please note the minimum flow rate in the installation instructions. If the minimum flow rate cannot be achieved due to inappropriate water flow restricting devices the product should not be installed.
8. Faulty gas plumbing including undersized gas lines and incorrect gas type selection;
9. Any parts not supplied by Consolidated Energy - e.g valves, electrical switches and pipework.
10. External labour or equipment costs, e.g. cranes and lifting devices, including costs to bring the water heater components down to ground level.
11. All consequential loss, property damage, personal injury or economic loss.
12. Where the appliance is installed on premises other than residential.
13. Freight, travelling or labour costs outside a radius of 50 kilometers from a Consolidated Energy branch or nearest authorised distributor/ service agent. In the case of on selling, where a water heater has not been directly sold to the end user by Consolidated Energy, the point of purchase is deemed to be 50 kilometers from the registered address of the company that has on sold the product.
14. Out of normal business hours call-out fees.

Water Quality Index

Total Dissolved Solids (TDS) Mg/L or ppm	Hardness (as CaCO ₃) Mg/L or ppm	Dissolved CO ₂ Mg/L or ppm	Saturation Index	pH
1000	200	20	+0.8 to -1.0 @ 65°C	5.5 to 9.5