



Installation and User Guide

Models

ASHP-23
ASHP-23-3P
ASHP-23-HW
ASHP-23-3P-HW
ASHPCHW-23
ASHPCHW-23-3P
ASHPPPOOL-23
ASHPPPOOL-23-3P

Ambient variable speed air to water reverse cycle heat pumps



Installation Guide

Contents

1. Cover page
2. Contents
- 3-4. Introduction
- 5-11. Model selection
12. Hydronic Buffer Tanks/Commercial Hot Water Tanks
- 13-17. Installation Options/Piping Schematics
18. Packaging and Handling
- 19-20. Heat Pump Location and Mounting/Schematic
- 21-23. Wiring Diagram (Single Phase) (Three Phase)
- 24-26. Filling System
- 27-28. Pre-start checks
- 29-30. Start-up procedure/Quick Start Up Procedure
(Hydronic Heat Pump Units)
- 31-32. Domestic Hot Water Start Up Procedure
33. Commercial Hot Water Start Up Procedure/Quick Start
34. Alarms
- 35-37. Product Warranty Terms
38. Warranty Registration

Installation by trained and licenced technicians only

***Please contact your supplier / Installer with any questions regarding installation and start up procedure**

*Note: Information contained within this document is correct at the time of publishing
Materials and Specification are subject to change without prior notification

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Introduction

- ✓ Thank you for purchasing our state of the art Ambient variable speed air to water heat pump.
- ✓ Ambient variable speed air to water heat pumps have been designed and manufactured with energy efficiency and ease of installation in mind.
- ✓ Only the best products make it into our heat pumps utilizing the latest BLDC Variable Speed Copeland Scroll Compressor matched with Carel speed drive, electronic refrigerant expansion valve, variable speed fans, microprocessor controls with on board user interface
- ✓ Heat pump software has been custom designed to manage compressor envelope and full system modulating range to the highest efficiency possible
(Software and trademark is licenced to Ausgeothermal only)
- ✓ We have coupled these quality components to water marked heat exchangers and are cased in our heavy duty galvanized and powder coated heat pump unit casings
- ✓ For ease of installation all Ambient variable speed air to water heat pumps are fully commissioned and quality tested prior to dispatch
- ✓ They come equipped with hydronic circulation pump expansion tank pressure relief valve, auto fill kit and fill point
(Hot water models have hot water circulation pump fitted)
- ✓ Ambient on-board controls are standard from factory and are pre-set ready for use
- ✓ 1.5metre buffer tank or supply water temperature sensors are supplied with units.
(1.5metre hot water tank temperature sensors are supplied with hot water models)

- ✓ Ambient Variable Speed Air Source Heat Pump units can also be controlled via a wide range of external control devices including standard room controls, Innovum Heat View, Modbus, BACnet, SNMP, BMS etc
- ✓ Ambient Variable speed heat pumps can be used for a wide range of heating, cooling and hot water applications
 - *Hydronic in slab heating and cooling
 - *Hydronic radiator and convector heating
 - *Ducted heating and cooling
 - *Domestic hot water heating
 - *Commercial hot water heating
 - *Process heating and cooling
 - *Hospitals, Aged care, Hydroponics



Diagram/Photo Copyright AusGeothermal 2017

Model Selection

Ambient Variable Speed Air Source Heat Pumps Are available in the below selection list by category

























For ease of installation all Ambient Variable Speed Air Source Heat Pumps are fully commissioned as part of our manufacturing process, then quality tested prior to dispatch from our factory

Each come equipped with below:

- ▶ Each hydronic unit comes equipped with
- Each Hot Water unit comes equipped with
- Each Swimming Pool unit comes equipped with
- + Optional

Hydronic circulation pump expansion tank	▶
Pressure relief valve	▶
Auto fill kit and fill point (Hot water models have hot water circulation pump fitted)	▶ ■
Ambient Variable Speed Air Source Heat Pump on board controls are standard from factory and are pre-set ready for use	▶ ■ ●
Stainless steel hydronic buffer tanks (also available)	+
Stainless steel hot water tanks (also available)	+
1.5 metre buffer tank or supply water temperature sensors are supplied with units	▶ ■ ●
1.5 metre hot water tank temperature sensors are supplied with hot water models	▶

Diagram/Photo Copyright AusGeothermal 2017

Power supply isolation switch mounted on unit casing for quick and easy installation	  
Ambient Variable Speed Air Source Heat Pumps can also be controlled via a range of external control devices as below	  
Standard room controls	  
Innovum Heat View	  
Modbus	  
BACnet	  
SNMP	  
BMS	  

Diagram/Photo Copyright AusGeothermal 2017

Commercial Hot Water

✓ **TORQUAY SINGLE**

MODEL # ASHPCHW-23

COMMERCIAL/BULK HOT WATER HEATING

Description

Single Phase 5-23KW Heat Only

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 2.4KG

Power Supply: 240v Single Phase 50Hz

Required Circuit Breaker Size: 40amp

Heating: 5-23KW

Maximum KW Input: 6.7KW

Water Temperature: 65 Degrees Celsius

✓ **TORQUAY THREE PHASE**

MODEL # ASHPCHW-23-3P

COMMERCIAL/BULK HOT WATER HEATING

Description

Three Phase 5-23KW Heat Only

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 2.4KG

Power Supply: 415v Three Phase 50Hz

Required Circuit Breaker Size: 20amp

Heating: 5-23KW

Maximum KW Input: 6.7KW

Water Temperature: 65°C

Hydronic Heating

✓ **ANGLESEA SINGLE**

MODEL # ASHP-23

REVERSE CYCLE HYDRONIC HEATING

Description

Single Phase 5-23KW Reverse Cycle

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 3.4KG

Power Supply: 240V Single Phase 50Hz

Required Circuit Breaker Size: 40amp

Heating/Cooling Capacity: 5-23KW

Maximum KW Input: 6.7KW

Temperature Range: 55°C Heating / 5°C Cooling

✓ **ANGLESEA THREE PHASE**

MODEL # ASHP-23 -3P

REVERSE CYCLE HYDRONIC HEATING

Description

Three Phase 5-23KW Reverse Cycle

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 3.4KG

Power Supply: 415V Three Phase 50Hz

Required Circuit Breaker Size: 20amp

Heating/Cooling Capacity: 5-23KW

Maximum KW Input: 6.7KW

Temperature Range: 55°C Heating / 5°C Cooling

Hydronic Heating

✓ **WARATAH SINGLE**

MODEL # ASHP-23 -HW

REVERSE CYCLE HYDRONIC HEATING WITH HOT WATER

Description

Single Phase 5-23KW Reverse Cycle

Ambient Variable Speed Air to Water Heat Pump With Hot Water

Refrigerant Type: R410A

Refrigerant Charge: 3.8KG

Power Supply: 240V Single Phase 50Hz

Required Circuit Breaker Size: 40amp

Heating/Cooling Capacity: 5-23KW

Maximum KW Input: 6.7KW

Hot Water Heating Output: 5-23KW

Maximum Hot Water Temperature: 65 °C

Hydronic Temperature Range:

55°C Heating / 5°C Cooling

Hydronic Heating

✓ **WARATAH THREE PHASE**

MODEL # ASHP-23 -3P-HW

REVERSE CYCLE HYDRONIC HEATING WITH HOT WATER

Description

Three Phase 5-23KW Reverse Cycle

Ambient Variable Speed Air to Water Heat Pump With Hot Water

Refrigerant Type: R410A

Refrigerant Charge: 3.8KG

Power Supply: 415V Three Phase 50Hz

Required Circuit Breaker Size: 20amp

Heating/Cooling Capacity: 5-23KW

Maximum KW Input: 6.7KW

Hot Water Heating Output: 5-23KW

Temperature Range: Maximum Hot Water Temperature 65°C

Hydronic Temperature Range 55°C Heating / 5°C Cooling

Swimming Pool Heating

✓ **BELLS AQUARIUS SINGLE**
MODEL # ASHPPOOL-23

SWIMMING POOL HEATING

Description

Single Phase 5-23KW Heat Only

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 2.4KG

Power Supply: 240V Single Phase 50Hz

Required Circuit Breaker Size: 40amp

Heating: Maximum KW Input: 6.7KW

Maximum Input: 6.7KW

Temperature Range: 55°C Heating

✓ **BELLS AQUARIUS THREE PHASE**
MODEL # ASHPPOOL-23 -3P

SWIMMING POOL HEATING

Description

Three Phase 5-23KW Heat Only

Ambient Variable Speed Air to Water Heat Pump

Refrigerant Type: R410A

Refrigerant Charge: 2.4KG

Power Supply: 415V Three Phase 50Hz

Required Circuit Breaker Size: 20amp

Heating: 5-23KW

Maximum KW Input: 6.7KW

Maximum Input: 6.7KW

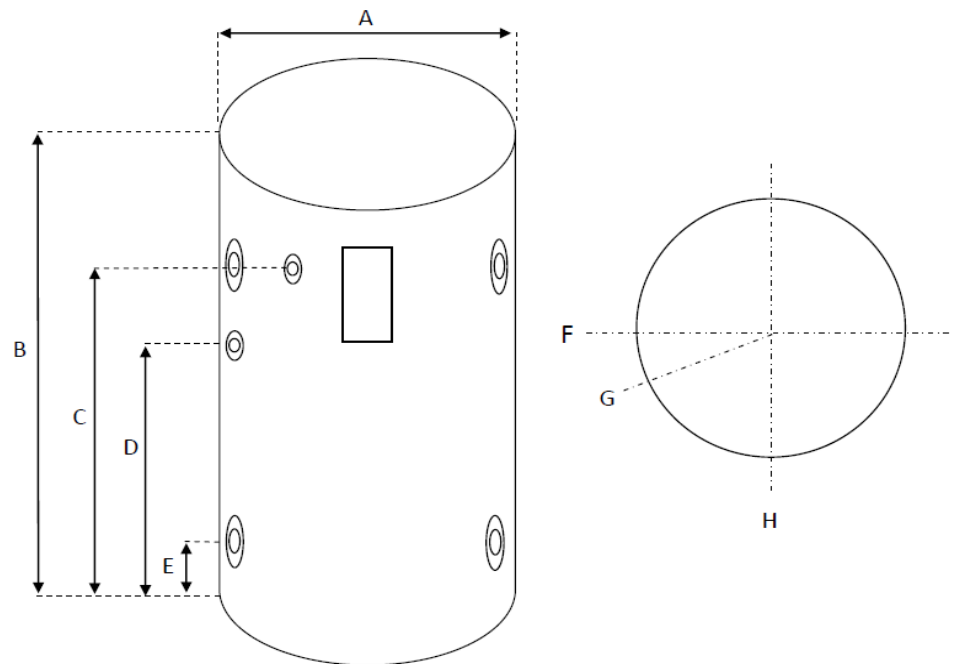
Temperature Range: 55°C Heating

Hydronic Buffer Tanks

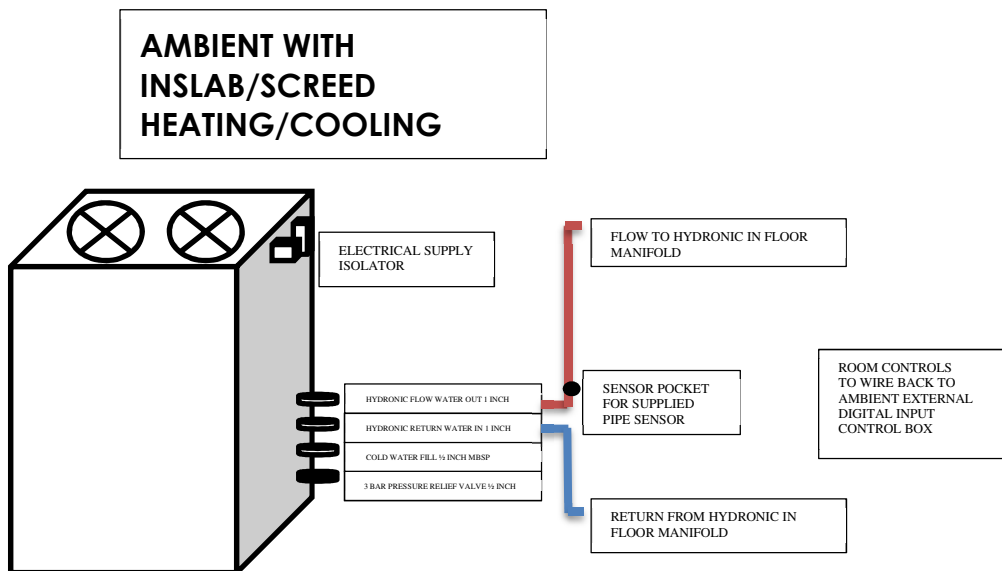
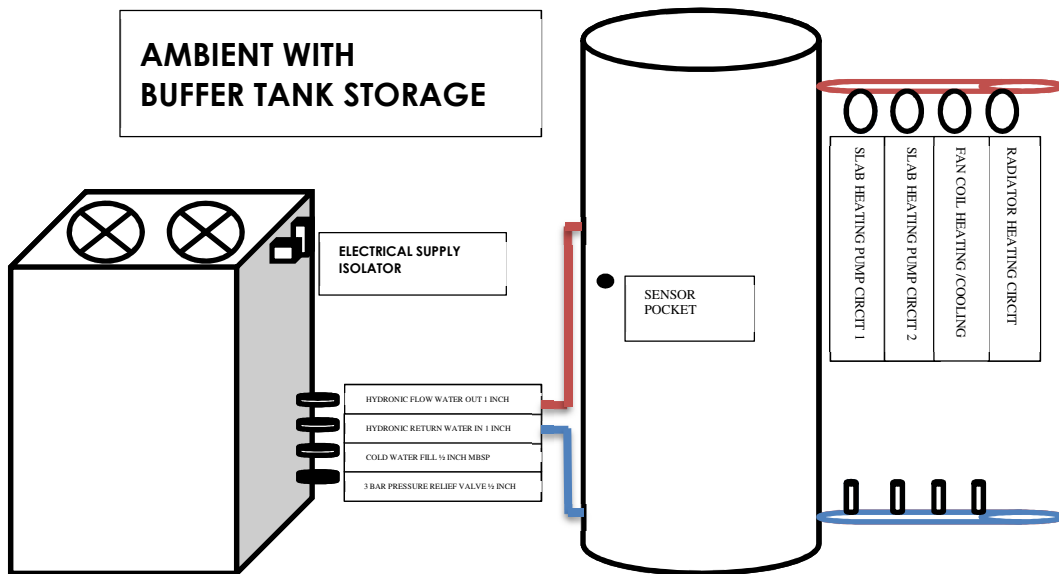
Commercial Hot Water Tanks

Model: ACHWTSS-32-3.6TB		Dimension	Fittings
A	Diameter	680mm	
B	Height	1860mm	
C	Hot Water Outlet/PTR Valve/Ring Loop Return	1540mm	
D	Sensor Port	1240mm	DN20
E	Cold Water/Heat Pump In	200mm	DN32
F	Boiler Return/Heat Pump Out		DN32
G	PTR Valve		DN20
H	Element-Upper Unit Thermostat Setting	Max 60deg.C	3.6KW
I	Hot Water Outlet/Cold Inlet		DN32
Weight		80kg Approx.	
Storage Capacity		400L	
Water Connection & Settings			
Temperature Relief Valve Settings		700kPa	
Expansion Control Valve Setting		600kPa	
Maximum Working Pressure		700kPa	
Maximum Supply Pressure		500kPa	

*Note: Materials and specifications are subject to change without notice

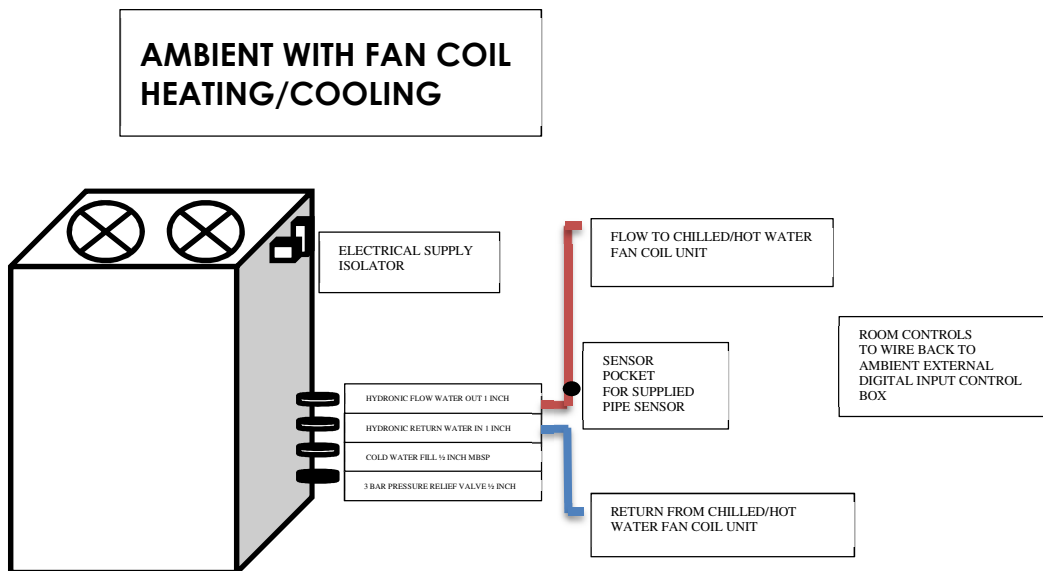
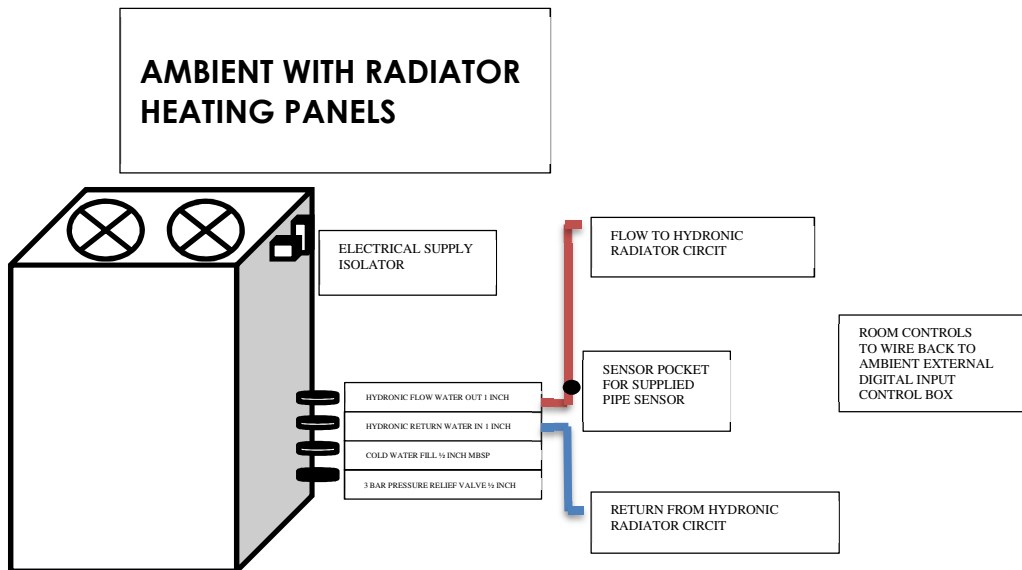


Installation Options and Piping (Hydronic)



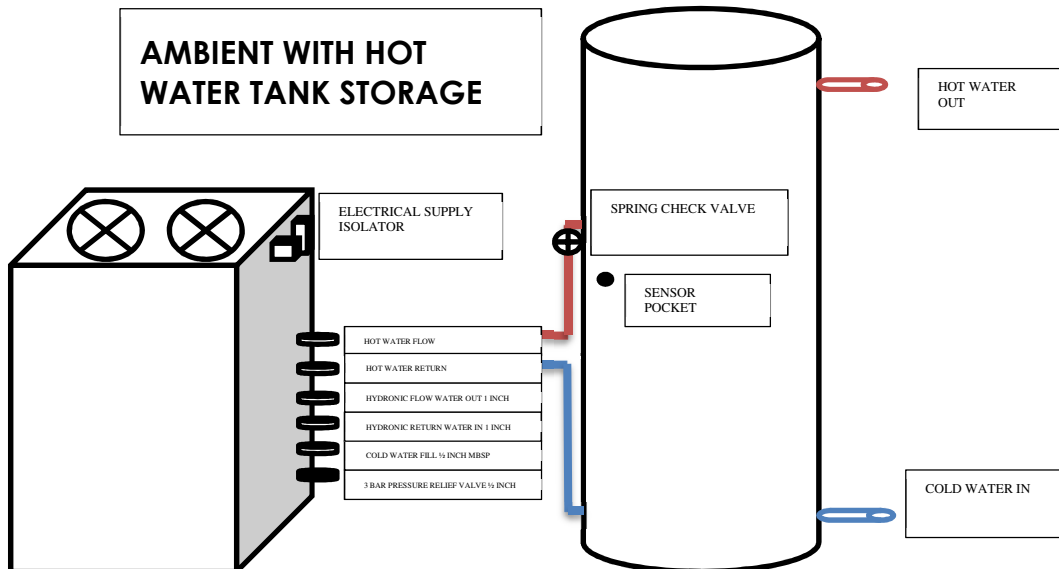
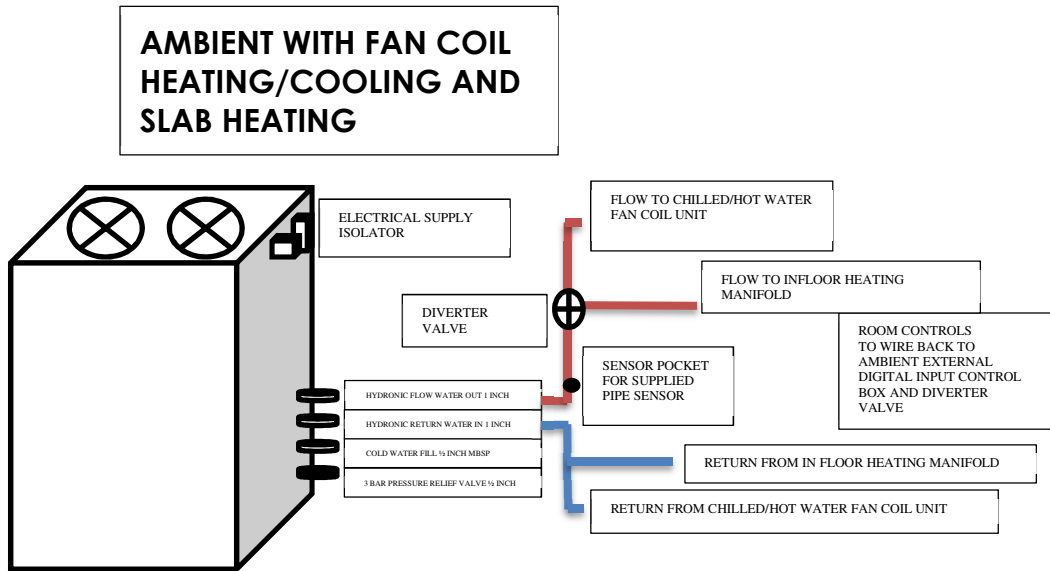
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Installation Options and Piping (Hydronic)



Diagram/Photo Copyright AusGeothermal 2017

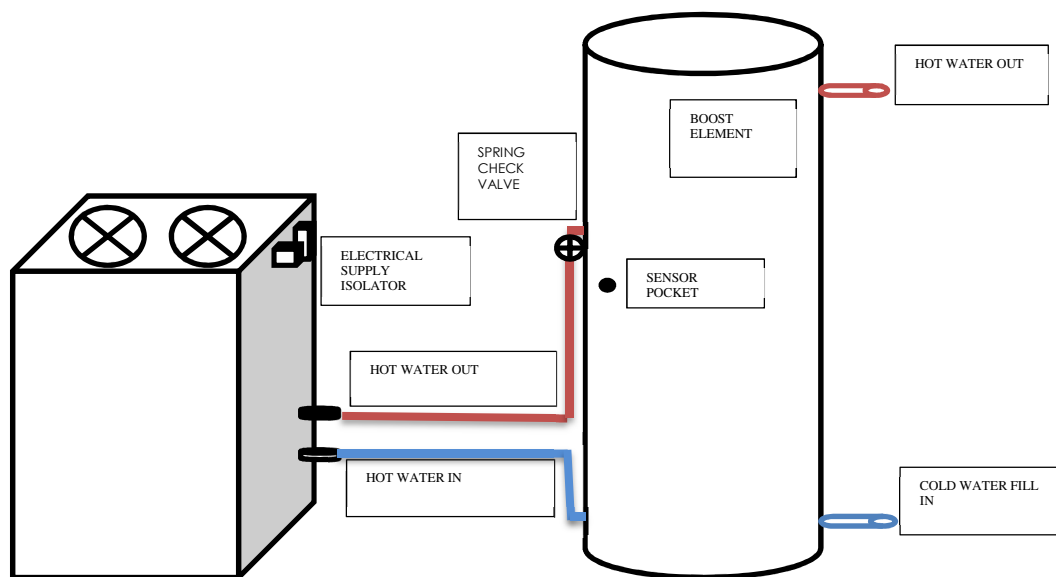
Installation Options and Piping (Hydronic)



Note
 Do not install to coil heat exchanger storage tanks
 Install to open circuit tanks only
 Appropriate hydronic fill back flow protection must be installed
 Check with State/Territory regulations and codes

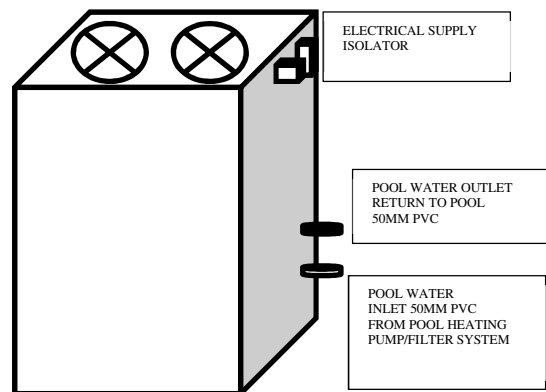
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Installation Options and Piping Commercial Hot Water



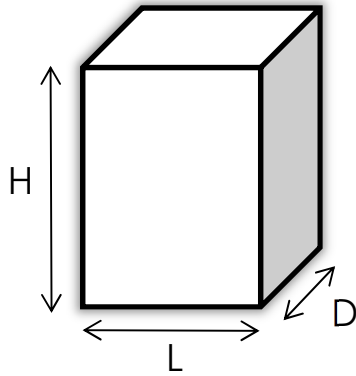
Diagram/Photo Copyright AusGeothermal 2017

Installation Options and Piping Swimming Pool Heating



Diagram/Photo Copyright AusGeothermal 2017

Packaging and Handling



Weight: 150KG

Lifting device required

Supplied on heavy duty shipping pallet

Sealed within cardboard packaging and labels

Package Dimensions

1600mm Height

1200mm Width

700mm Depth

Important

Prior to installing the heat pump please ensure to inspect the item for any visual damage

***Above information provided based per one unit (heat pump) only**

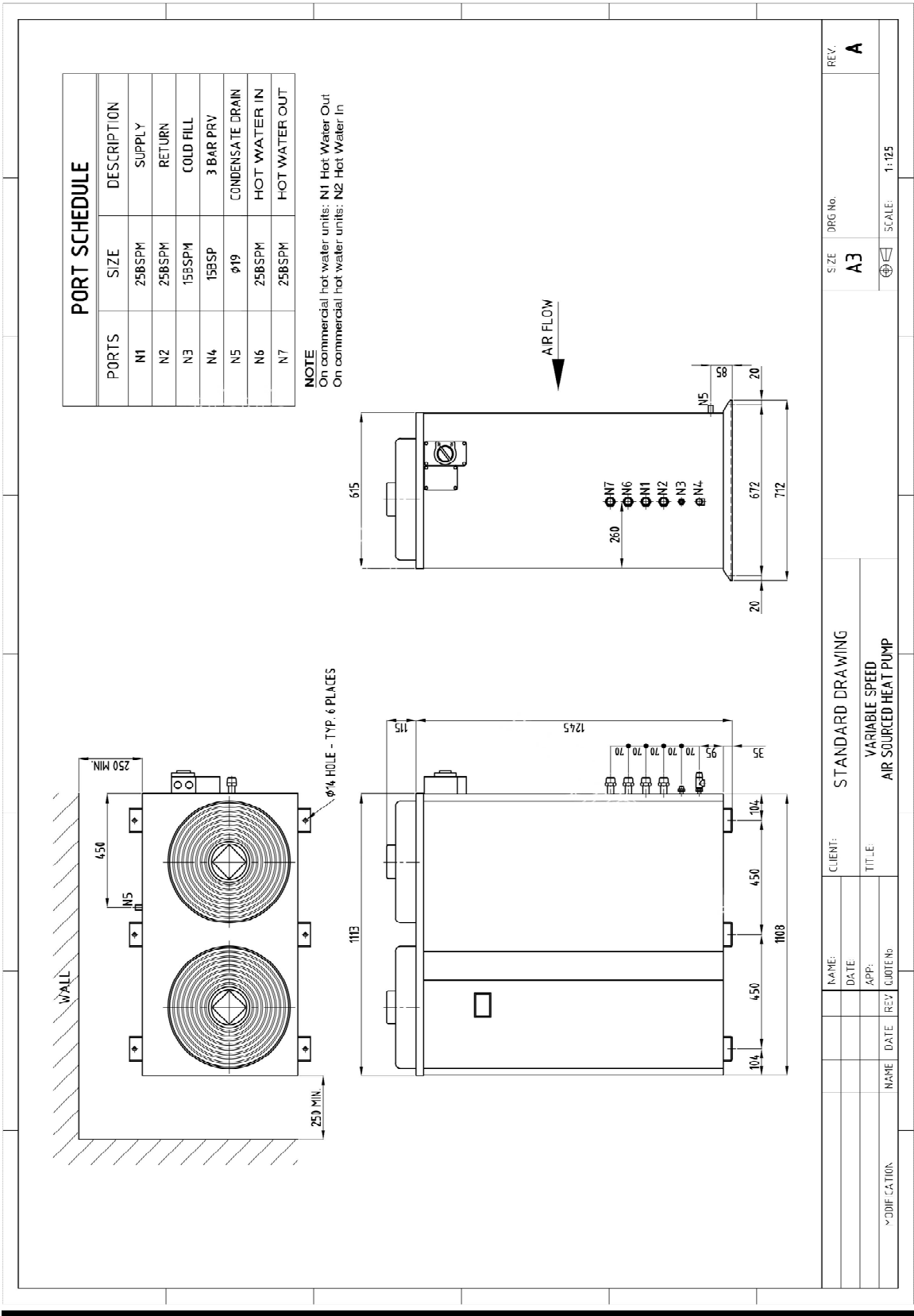
Heat Pump Location **And Mounting**

- ✓ It is important that the Ambient Variable Speed Air Source Heat Pump is installed so that the outside ambient air is not recirculated through the outdoor coil
- ✓ Ambient Variable Speed Air Source Heat Pumps are vertical discharge air flow, meaning fresh air needs to be available to enter the rear of the heat pump unit and used air needs to be able to discharge into the atmosphere
- ✓ AusGeothermal recommend Ambient Variable Speed Air Source Heat Pumps should be installed and mounted on a level concrete slab using rubber mounting blocks and anchor bolts
- ✓ Electrical isolator and pipe work to be easily accessible for service
- ✓ Electrical and plumbing works to be installed by licenced and trained technicians only

Important

Failing to comply with above recommendations will result in Product Warranty becoming void immediately

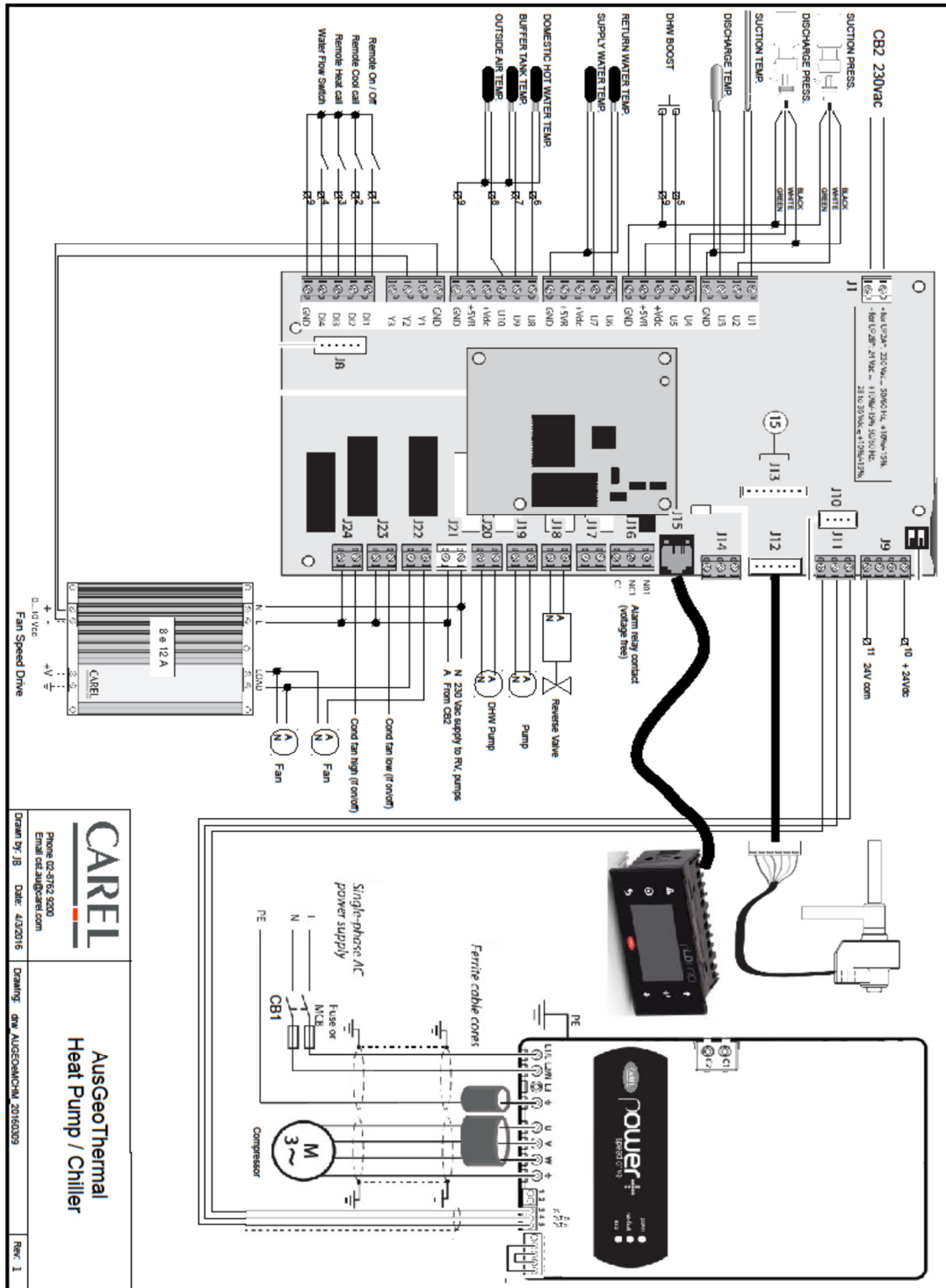
Heat Pump Location and Mounting Schematic



Wiring Diagram

Important – Wiring diagram is provided with each heat pump unit

Diagram below: Single Phase

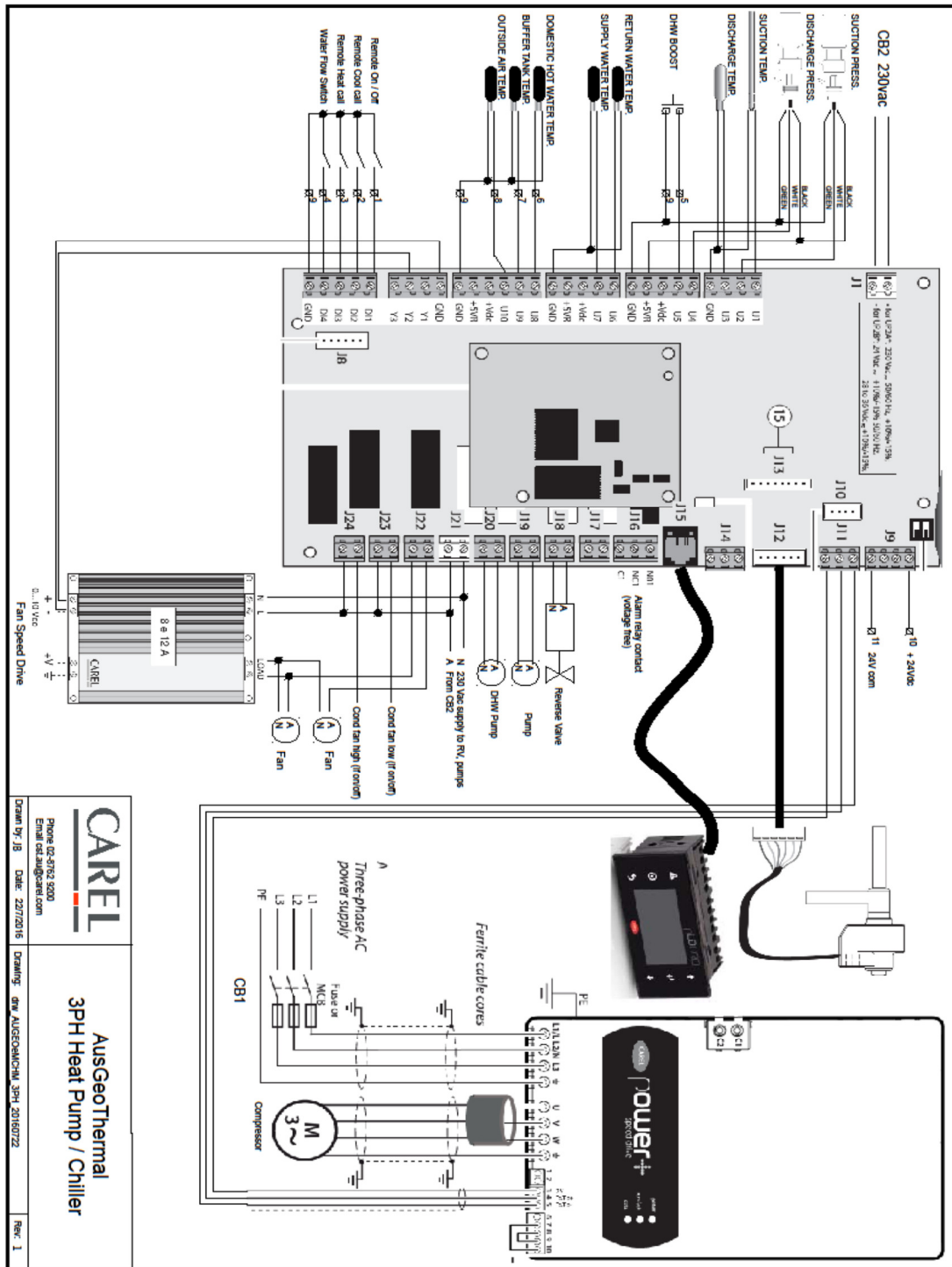


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Wiring Diagram

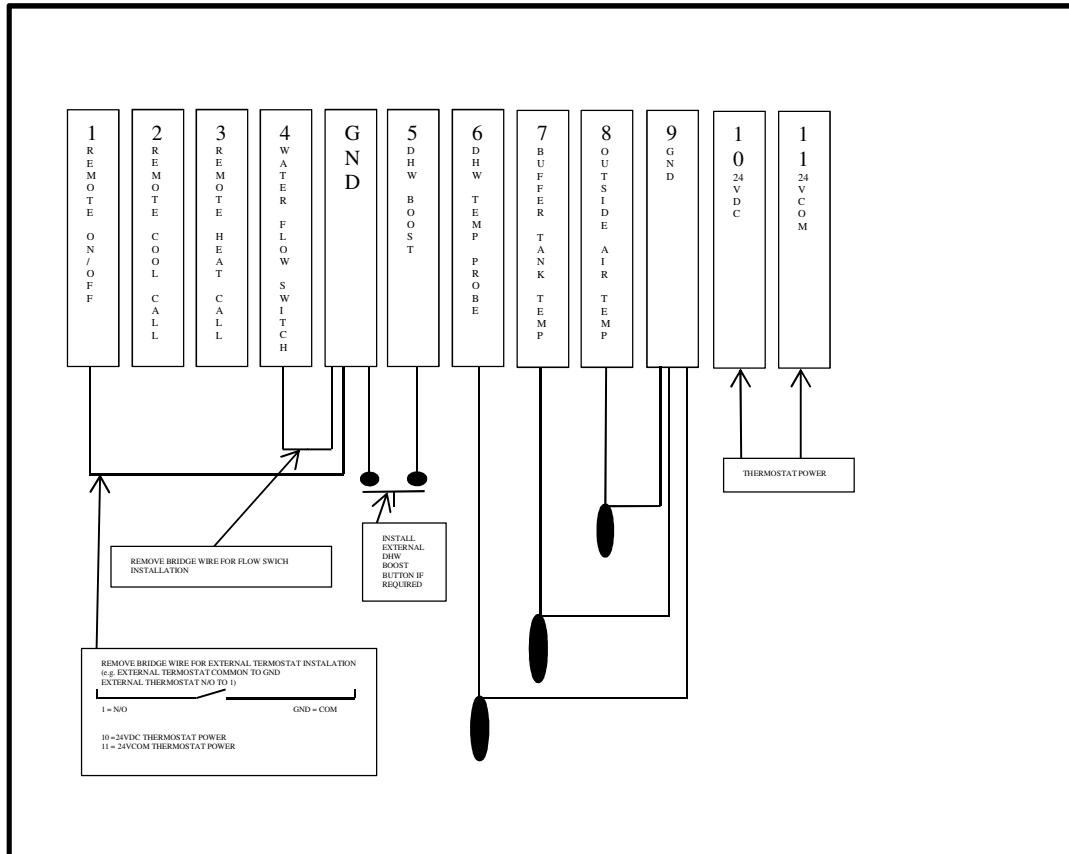
Important – Wiring diagram is provided with each heat pump unit

Diagram below: Three Phase



Diagram/Photo Copyright AusGeoThermal 2017

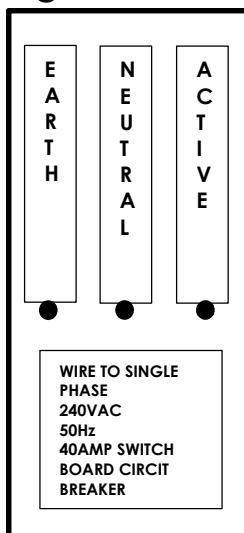
External control box
(do not apply any external voltage to these digital input terminals)



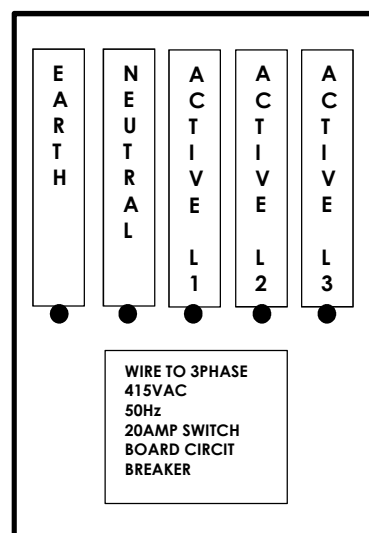
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External Main Power Isolator

Single Phase Unit



Three Phase Unit



Filling System

Once the system has been correctly connected and installed as instruction provided here within to heating, cooling or hot water system, please start filling the system with fresh water **ONLY**

Note

If connecting to previously used hydronic heating, cooling or hot water system, it is important to make sure that heat pump is properly connected, this involves ensuring the heat pump is properly power flushed and cleaned effectively ready for use prior to the heat pump connection/installation

Water Quality

When filling the system, it is **essential** that the water quality is checked. The water quality of most public supplies is suitable for the heat pump system.

Water quality from water bores, springs and wells are generally not suitable or recommended for the heat pump system.

Do not connect heat pump system to water supplies with impurity levels above the following

- Total dissolved solids 1000 mg/litre
- Chloride 250mg/litre
- pH Keep between 6.0 to 9.5 – No less than 6.0 pH will become acidic

When filling the system air must be bled from all components in the system (Example. Hydronic manifolds, fan coil units, pumps, radiators, buffer tanks and hot water tanks).

Filling System

Continued

Remove the right hand front cover panel from the heat pump. Remove circulation pump and bleed caps
Bleed air until the water flow is achieved

Bleed air from the heat exchanger high points and check system for water leaks or drips

Tighten water fittings if necessary

Re-fit the right hand front cover panel

Check hydronic and/or hot water system for leaks

Add appropriate closed-circuit corrosion inhibitor to all hydronic systems

Add propylene glycol to reverse cycle hydronic cooling systems and heating systems in low ambient conditions

For cooling application -10°C glycol freezing level is recommended and external flow switch to be fitted

Note

When filling hydronic heating/cooling systems, the cold-water fill inlet pressure should be set above 1.5 bar (150 Kpa)

When filling commercial hot water cylinders, bleed the air from hot water outlet

Filling System

Continued

Mains water supply on commercial hot water systems should not exceed 5.0 bar (500 Kpa)

Pressure reduction valves must be fitted

PTR valves (Pressure temperature relief valves) must be fitted and should not exceed 7.0 bar (700 Kpa)

Pre-Start Checks

- ☐ Heat pump unit is installed on level concrete with rubber mounting blocks with adequate air flow around the unit
- ☐ Condensate drain located on the rear of the heat pump unit can run to waste freely
- ☐ There are no flammable or dangerous materials anywhere near or within the surrounds of the heat pump unit
- ☐ Electrical main supply cabling is sized correctly
- ☐ Electrical main circuit breaker protection is correct rating to suit the heat pump unit specifications
- ☐ Electrical supply, voltage and earthing checked **prior** to start-up of heat pump unit, check electrical wires for correct tension
- Buffer tank temperature probe installed in buffer tank sensor well with heat transfer paste
- Buffer tank temperature probe to hydronic supply/flow water line if buffer tank is not used
- ☐ Hot water tank temperature probe installed in hot water storage tank sensor well with heat transfer paste if applicable
- ☐ External thermostat/control wiring installed correctly (No voltage to be applied to digital input terminals on heat pump units)
- ☐ Water shut off valves installed on unit
- ☐ Pressure limiting cold water inlet valves installed with correct back flow prevention
- ☐ Propylene glycol added to lower freezing point of hydronic circulation water in low ambient conditions and cooling applications
For cooling applications -10 glycol freezing level is recommended
- ☐ Spring check valves installed in hydronic and hot water flow lines on all reverse cycle combination heat pump unit/systems

Pre-Start Checks

Continued

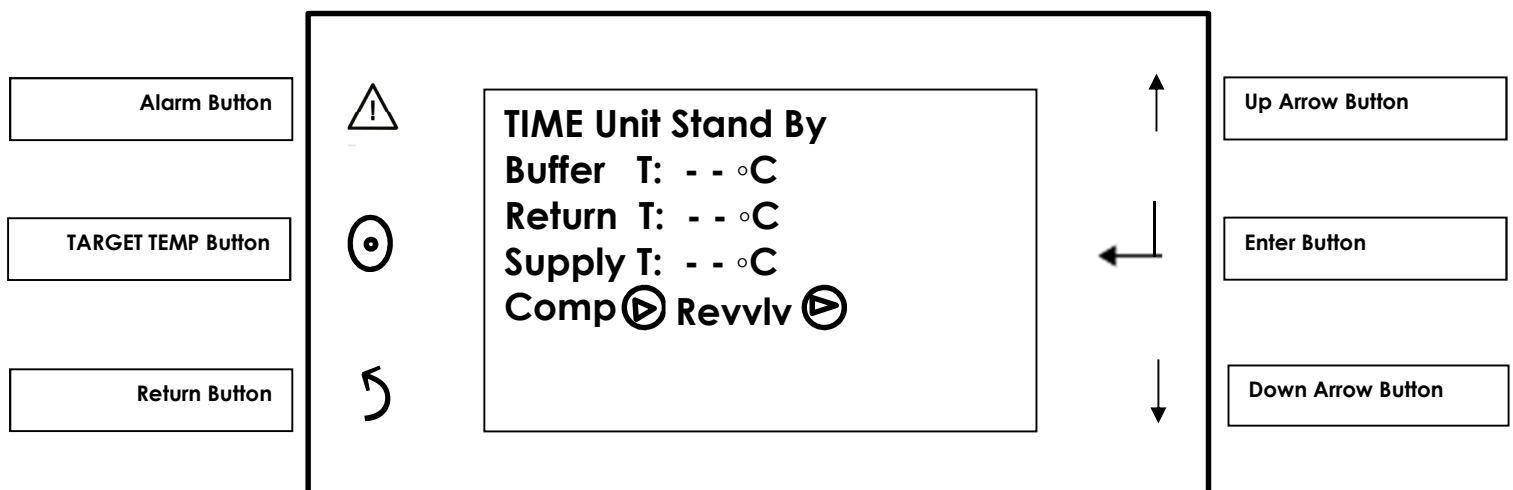
- ☐ Closed circuit corrosion inhibitor installed in all hydronic systems
- ☐ System filled and air bled with **fresh water only**
- ☐ Pipe sizing and insulation installed to limit heat loss and vibration
- ☐ Leak check all piping
- ☐ Check system installation piping and wiring for neat visual and quality installation

Installer Notes

Start Up Procedure

After Pre-Start checks are completed:

- ✓ Turn off system isolator on right hand side of the heat pump unit
- ✓ Remove front left hand electrical panel on the heat pump unit and turn on electrical circuit breakers within the heat pump unit electrical compartment
- ✓ Re-fit the front left hand electrical panel and turn on heat pump isolator. The heat pump unit control panel will now power up and Display Main Screen Buffer Tank Temp, Return Water Temp and Supply Water Temp



Quick Start Procedure

Hydronic Heat Pump Units

- ✓ Press the TARGET TEMP button
The Settings screen will now be displayed
- ✓ Press Enter button and the curser will now be flashing on
Mode: OFF
- ✓ Press the UP or DOWN arrows to select HEAT ONLY, COOL ONLY or OFF
- ✓ Press ENTER when desired mode is flashing
- ✓ Set Heating Water Target Temperature using the UP or DOWN arrows then press ENTER
- ✓ Set Cooling Water Target Temperature using UP or DOWN arrows and then press ENTER
- ✓ Press RETURN button to the MAIN SCREEN
Heat pump unit should now start to run on selected mode
- ✓ Keep an eye on the System Supply and Return Water Temperatures
- ✓ Check system pumping flow rates and proceed to bleed air from all air bleed points on the hydronic system (Example. Radiators, manifolds, pumps, tanks and high points)
- ✓ Run and check system operation
- ✓ Full System Operation Real Time Date can be viewed by pressing the DOWN arrow button from the MAIN SCREEN – Keep pressing the DOWN arrow to view all the heat pump operation screens

Domestic Hot Water

Start Up Procedure

- ✓ From the Main Display Screen press RETURN button and this will take you to the Main Menu screen. Press the ENTER button to select A. ON/OFF unit press ENTER button to select Hydronic Operation Mode: OFF, HEAT ONLY, COOL ONLY, AUTO
- ✓ Press ENTER and select Domestic H.W Mode from OFF to Domestic H.W: ENABLE then press ENTER
- ✓ Press return button to MAIN MENU and press DOWN arrow to select Clock/Scheduler
- ✓ Now press ENTER to select and set date and time using the UP and DOWN arrows to change accordingly
- ✓ Press ENTER button until screen curser stops flashing then press DOWN arrow to Clock Screen 02
Domestic Hot Water
Start Hour 1: 12:00
Start Hour 2: 23:00
- ✓ You can press ENTER to change desired hot water heating start times
- ✓ Once set, press ENTER until the curser stops flashing
- ✓ Press the BACK arrow to clock screen 01
Clock Screen 01
Day: - - -
Date: - -/- -/- -
Hour: - -: - -
Enable Quiet Mode: NO
Enable Scheduler: NO
NOTE: On this screen, you will also see
Enable Quiet Mode: NO
If this function is selected to Quiet Mode: YES
The heat pump will ramp down in capacity and noise level from 10:00pm to 9:00am

Domestic Hot Water

Start Up Procedure

Continued

NOTE: On this screen, you will also see

Enable Scheduler: NO

If this function is selected to: YES

You can then scroll down using the DOWN arrow button and select when you would like your hydronic heating or cooling times to run – Enter your desired start stop times in the 7 Day Event 1: and Event 2 Set Up Pages

This function can be set up for commercial hot water heat pump models

NOTE: Domestic Hot Water Boost

- ✓ To test run Domestic Hot Water Operation either install a domestic hot water boost button or bridge out terminals GND + 5 on the external digital input control box. Hold in for 3 seconds to initiate Domestic Hot Water Cycle

Commercial Hot Water

Heat Pump Unit

Quick Start Procedure

- ✓ Press the Target Temp button and the setting screen will now be displayed. Press ENTER button and the cursor will now be flashing on Mode: OFF. Press the UP or DOWN arrows to select Heat ONLY or OFF. Press the ENTER button when desired mode is flashing
- ✓ Set Heating Water Target Temperature using UP or DOWN arrows then press ENTER
- ✓ Press RETURN button to return to MAIN SCREEN. Heat pump unit will now start to run on selected mode
- ✓ Keep an eye on system supply and return water temperatures. Check system pumping flow rates and proceed to bleed air from all air bleed points on Hot Water System
- ✓ Run system through heating cycle to check operation
- ✓ Full system operation real time data can be viewed by pressing the DOWN arrow button from the MAIN SCREEN
- ✓ Keep pressing the DOWN arrow to view all heat pump operation screens

Alarms and Alarm Codes

If a fault or operation failure occurs within the heat pump unit that triggers an alarm, the heat pump unit will shut down until the fault is corrected or alarm is RESET

An alarm buzzer will sound on the heat pump display controller

To view the alarm:

- ✓ Press the top left-hand ALARM button on the controller and view the current Alarm
- ✓ If NO ALARM is present at this time, press the middle left hand ENTER button, to view alarm history press the UP or DOWN buttons to scroll through alarm history, find current date and view alarm

NOTE: It is a good idea to write down alarms if they occur
Contact your installer if alarm continuously occurs

- ✓ To re set alarms, press and hold top left-hand alarm button for 5 seconds, if heat pump fails to re start: Turn off Mains Power Isolator located on the right-hand side of the heat pump unit, leave OFF for 2 minutes and turn back on when the heat pump control screen powers back up, press and hold ALARM button for 5 seconds

***If alarm continues, please contact your installer**

Warranty Terms

COPY

AusGeothermal Pty Ltd T/AS AusGeothermal

WARRANTY TERMS Ambient Variable Speed Air Source Heat Pumps

1. AusGeothermal Pty Ltd (T/AS AusGeothermal) products come with guarantees that cannot be excluded under the Australian Consumer Law. The buyer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The buyer is 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.
2. Any claim under this warranty must be made to:
 - a. Name: AusGeothermal Pty Ltd (T/AS AusGeothermal)
 - b. Business Address: Lot 14 Rocla Road, Traralgon 3844 VICTORIA
 - c. Telephone: (03) 51 76 2038
 - d. Email: Attention: Warranty Claim info@ausgeothermal.com.au
3. Please have the following information available when you make a Claim:
 - a. Your name, address, telephone number, and other contact Information;
 - b. Your product type, name, model number, product code and Serial number;
 - c. Date and place of purchase, as well as the name of the retailer Whom your product was first purchased; and
 - d. A short description of the issue affecting your product.
4. Subject to the terms of this warranty and to the extent permitted by The Australian Consumer Law and relevant state legislation, the sole Obligation of AusGeothermal under this warranty is to use its best endeavours to provide the products or to repair the products or repair or replace (At AusGeothermal's discretion) and part of a product which is found to be defective during:
 - a. 5 years in respect of parts used in a domestic setting
1 year in respect of labour used in a domestic setting
 - b. 2 years in respect of parts used in a commercial setting
1 year in respect of labour used in a commercial setting

("Warranty period")

From the date of purchase and in no event, shall AusGeothermal be liable for any other claims or damages including, but not limited to, claims for faulty design, negligent or misleading advice, damages arising from loss or use of products, and any indirect, special or Consequential damages or injury to any person, corporation or other entity to the extent permitted by law.
5. If you wish to claim under this warranty, you must inform AusGeothermal of the issue affecting your product within a reasonable time from noticing and it and always before the applicable warranty period expires. After the warranty period, you may have other rights at local law. These are not excluded by this warranty.
6. The purchaser bears the onus of proving that the defect occurred during the relevant warranty period, and was not caused by any of the causes excluded from this warranty.
7. This warranty does not cover products purchased from any person who is not a retailer serviced by AusGeothermal or purchased second hand.
8. No repair or replacement will renew or extend the relevant warranty period. However, original or replacement parts or replacement products provided under this warranty will be covered by this warranty for the remainder of the original warranty period, whichever one applies

9. Any parts of the product that need to be replaced, or if the whole product needs to be replaced, the parts of the product or the replaced product, whichever applies becomes the property of AusGeothermal
10. This warranty may only be claimed against where proof of original purchase is presented, for example, original receipt or invoice.
11. AusGeothermal will not be liable for default or failure in performance of its obligations pursuant to this warranty resulting directly or indirectly from acts of God, civil or military authority, riots, acts of public enemy, war, accidents, fires, explosions, earthquakes, floods, the elements, strikes, labour disputes, shortage of suitable parts, components, materials, chemicals and paper, labour or transportation or any other cause beyond the reasonable control of AusGeothermal.
12. AusGeothermal will replace or repair any defective products without charge in accordance with this warranty, including refrigerant that has leaked so long that the damage does not arise from:
 - a. Improper adjustment or operation by the buyer;
 - b. The use of any product which was not manufactured by or approved by AusGeothermal;
 - c. Any contamination or leakages caused or induced by the buyer;
 - d. Any modifications of the product which was not authorised in writing by AusGeothermal;
 - e. Any misuse of the product;
 - f. Any use or operation of the product outside of the instructions or specifications of the product;
 - g. Installation of the product by anyone other than a licensed and competent trades person;
 - h. Faulty onsite welding and installation
 - i. Inadequate or improper maintenance of the product;Or
 - j. Normal wear and tear
13. All transportation charges incurred in returning defective products or any of its component parts, for repair, together with the cost of returning them to the buyer as well as any expenses relating to service labour, diagnostic calls and excavation, backfilling and drilling are the sole responsibility of the buyer.
14. The buyer acknowledges that:
 - a. AusGeothermal has not supplied any sample of the products to the buyer; and
 - b. If the buyer sells the products to any person by reference to a sample, that sample is not supplied by AusGeothermal; and
 - c. Any sale by sample by the buyer to any person (including any 'consumer' as defined in the Australian Consumer Law) is not referable to the sale or supply of the products by AusGeothermal to the buyer under this warranty.
15. The buyer acknowledges that it has not made known to the AusGeothermal expressly or impliedly any particular purpose for which it has acquired the goods other than to be used in the context of heating, cooling and hot water systems.
16. The buyer acknowledges that:
 - a. Upon inspection of the products prior to entering into this warranty the defects were specifically drawn to the buyer's attention; and
 - b. If the products are brought by the buyer for re-supply, it is a condition of sale of products to the buyer by AusGeothermal that the buyer must specifically draw each such defect to the attention of any subsequent buyer of the products that may be a 'consumer' as defined in the Australian Consumer Law.
17. The buyer acknowledges that AusGeothermal does not make under this warranty or outside of it any representations or warranties regarding the products or any matter which is or might be relevant to the buyer buying or selling the products other than the representations or warranties expressed in this warranty.
18. AusGeothermal is not liable to the buyer in contract or in tort arising out of, or in connection with, or relating to:
 - a. The performance of the products or any breach of these conditions; or
 - b. Any fact, matter or thing relating to the products; or
 - c. Any error (whether negligent or in breach of contract or not) in information supplied to the buyer or a user before or after the date of the purchaser's or user's use of the products;

To the extent permitted by law, AusGeothermal shall not be liable for any loss of profit, business, contracts, revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage, even if it is negligent

TECHNICAL FAULTS/CALLS/TROUBLE SHOOTING

Installers

Please direct all after hours technical/fault/trouble shooting calls to (03) 5176 2038

Please leave your full name, Business/Company name contact number, property address, brief description of fault to report and an AusGeothermal technician will return your call when available next

This number will allow you to leave a voice message which is checked frequently out of business hours

NOTE: This is only available for technical calls and not general enquiries, accounts enquiries or office/administration enquiries

If the matter is not urgent, please call our head office (03) 5176 2038 during business hours or feel free to email our head office at info@ausgeothermal.com.au



Variable Speed Air Sourced Heat Pumps™

Warranty Registration

Owners Name
Installation Address.....
Town.....State.....
Postcode.....
Country.....
Phone.....
Email.....

Date Purchased.....
Date of Installation.....
Model Number.....Serial Number.....

Installation Details

Installed By
(Company/Individual.....
ABN.....
Occupation
Electrician/Plumber.....
License Number.....
Phone.....
Email.....

*Please retain a copy of this Warranty Registration for your records

Submission of Warranty Registration

Date.....

What to do next

- ✓ Please ensure ALL information is completed/submitted
- ✓ Email this form to info@ausgeothermal.com.au
Attention: Warranty
- ✓ Mail:
AusGeothermal Pty Ltd
PO BOX 1131, Traralgon 3844 VICTORIA Australia
Attention: Warranty