envirosun®

Owners Manual

Envirosun® Endless Series Gas Water Heater

ES20CF-2-NG / ES26CF-2-NG



IAPMO
IMK22861
AS/NZS 2712

WaterMark
WM-022861
AS 3498

INSTALLATION RECORD

PLEASE COMPLETE THIS PAGE AS A RECORD OF THE INSTALLATION DETAILS FOR YOUR REFERENCE TO DETERMINE WHEN THE SYSTEM IS DUE FOR SERVICE OR IF A WARRANTY MATTER SHOULD ARISE.
SCAN THE QR CODE WITH YOUR PHONE AND REGISTER YOUR WARRANTY ONLINE.

Energie Group Pty Ltd
ABN 50 166 500 787
460 Victoria Road
Malaga WA 6090

envirosun®

IMPORTANT!
REGISTER YOUR WARRANTY

envirosun.au/warranty

.....
Owner Name

.....
Installation Address

....
Suburb State

....
Telephone (Home) (Work) Email

..... / ..... / .....
Install Date

....
System Model Number Serial Number

.....
Installer Name

.....
Installer Address

.....
Installer Telephone

.....

.....
Comments

....
Customer Signature Installer Signature

..... / ..... / .....
Date

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IMPORTANT NOTES

This manual has been prepared for the relevant licensed professionals of the equipment. Please keep it in a safe place for future reference.

INSTALLATION NOTES

The installation must be done by a qualified person and in accordance with the information supplied in this manual. Installation must conform with Plumbing Code of Australia (PCA) .

All other relevant national, state and local regulations must also be adhered to including (but are not limited to):

- Australian Standard AS3500.1 – Water Services
- Australian Standard AS3500.4 – Heated Water Services
- Australian Standard AS3000 – Electrical Installation
- Australian Standard AS/NZS5601 – Gas Appliance Installation
- All Local Water, Gas & Electrical Authority Regulations
- Municipal Building Codes including local OH&S requirements

SERVICE NOTES

Maintenance and fault-finding must be done in accordance with these instructions and the applicable regulations listed above.

GAS WATER HEATER MAINTENANCE

It is recommended to maintain the gas water heater for ≥1 times a year. Please contact your local dealer for maintenance. Do not disassemble the gas water heater without permission.

WARNING

INSTALLATION AND SERVICE SHALL BE CARRIED OUT ONLY BY AUTHORISED PERSONNEL (FOR EXAMPLE A LICENSED PLUMBER OR GAS FITTER) AND THE APPLIANCE SHALL NOT BE MODIFIED.

FOR CONTINUED SAFETY OF THIS APPLIANCE IT MUST BE INSTALLED, OPERATED AND MAINTAINED IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS.

WARNING ABOUT HOT WATER

Heated water can be dangerous, especially for young children and the infirm. Water temperatures above 50°C can cause severe burns instantly and may even result in death. Those most at risk are children, disabled, elderly and the infirm.

Hot water at 60°C can severely burn a child in less than half a second, at 50°C it takes five minutes.

ALWAYS

Always test the temperature of the water with your elbow before placing a child in the bath; also carefully feel water before bathing or showering yourself. Supervise children whenever they are in the bathroom. Make sure that the hot water tap is turned off tightly.

CONSIDER

Consider installing child proof tap covers or child resistant taps (both approaches will prevent a small hand being able to turn on the tap), and setting the appliance at a maximum temperature of 50°C.

NEVER

Never leave a toddler in the care of another child. They may not understand the need to have the water temperature set at a safe level.

WATER QUALITY

Water supply from an unfiltered water source that may be highly conductive or have a high mineral content may void the system warranty. Therefore, to ensure water quality guidelines are met, the following characteristics should not be exceeded.

Water Properties	Acceptable Levels
Total hardness	200 mg/litre or ppm
Total Dissolved Solids (TDS)	600 mg/litre or ppm
Chloride	250 mg/litre or ppm
Magnesium	10 mg/litre or ppm
Sodium	150 mg/litre or ppm
pH	Min 6.5 to Max 8 .5
Electrical conductivity	850 µS/cm

In areas of poor water quality, it is recommended that a softener, conditioner or similar device be fitted to the water supply.

WARNING

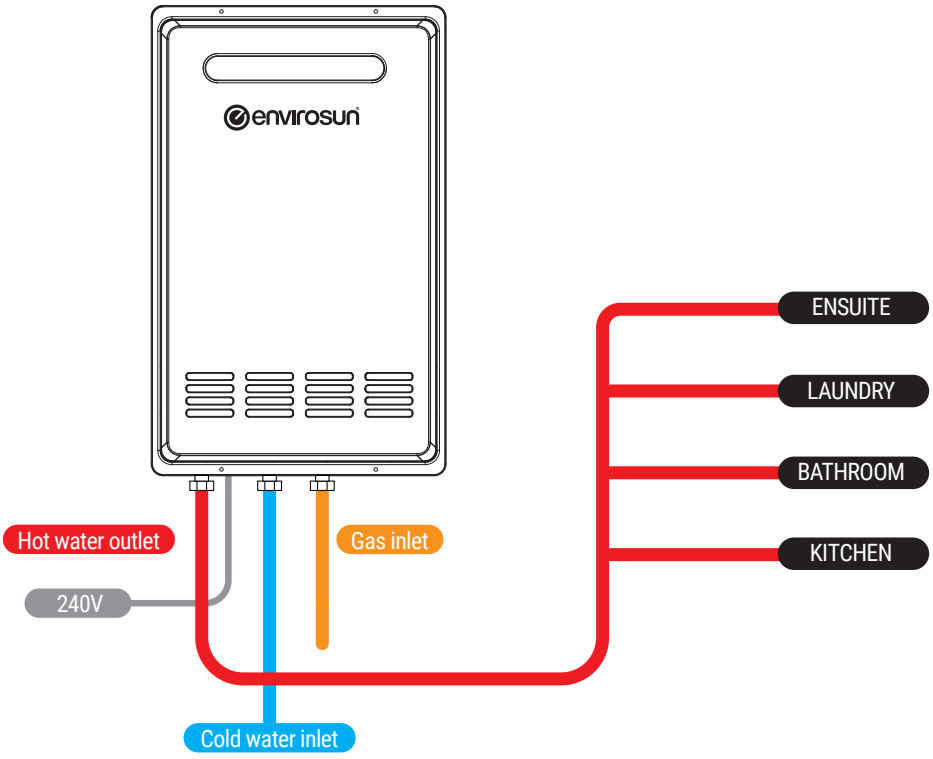
A breach of this condition may void the warranty in the event of damage caused by water quality exceeding these characteristics.

PLUMBING NOTES

PLEASE NOTE: ES20CF-2-NG/ES26CF-2-NG models are supplied from the factory with a nominal maximum outlet water temperature of 50°C to comply with the requirements of AS3498 Clause 7.3.2.

Please follow all the instructions in the Installation Manual and the following additional instructions for the water heater outlet connection.

- When connecting the hot water supply to the fixtures of the property a minimum of two meters (2m) of pipework must be used between the outlet of the heater and the first tap/outlet.
- The hot water line should be insulated with Armaflex or similar pipe insulation.
- When the installation is completed the temperature is to be tested at the taps to confirm the water temperature does not exceed the required 50°C setting.
- Water pipe size is nominal 20mm from hot water outlet to the first tap/outlet.
- Gas pipe size is nominal 20mm.

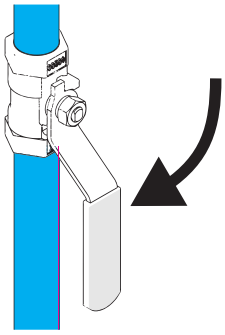


SPECIFICATIONS

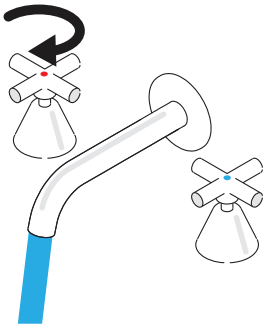
Model Number		ES20CF-2-NG	ES26CF-2-NG
Gas Type		NG	NG
Normal Gas Consumption	MJ/h	160	195
Water Pressure Max.	kPa	1,000	1,000
Water Pressure Min.	kPa	150	150
Gas Inlet Pressure	kPa	1.13 - 5.0	1.13 - 5.0
Test Point Pressure	Pa	580 / 150	800 / 150
Number of Injectors	Pcs	13	13
Diameter of Injector	mm	Ø2.15	Ø2.15
Burner Control Segment	Pcs	7, 2, 4	7, 2, 4
Electrical Rating	W	48	66
Anti-freezing Heating Capacity	W	100	100
Heat Output	kW	37	47
Water Heating Capacity (at 25°C rise)	L/min	20	26
Water flow rate to activate the water heater	L/min	2.3	2.3
Water flow rate to keep the water heater running	L/min	1.7	1.7
Relief Valve Pressure Setting	MPa	1.0-1.5	1.0-1.5
Ingress Protection Rating (AS60529)		IPX4	IPX4
Power Supply		AC 240V, 50 Hz	AC 240V, 50 Hz
Ignition		Direct without pilot	Direct without pilot
Gas Inlet Connection		G¾	G¾
Water Inlet & Outlet Connection		G¾	G¾
Net Weight / Gross Weight	kg	19.7 / 22.2	19.7 / 22.2
Product Dimensions	mm	590 x 370 x 210	590 x 370 x 210
Package Dimensions	mm	712 x 425 x 298	712 x 425 x 298
GasMark Approval Number		GMK10805	GMK10805
WaterMark Approval Number		WM-032235	WM-032235

INITIAL OPERATION

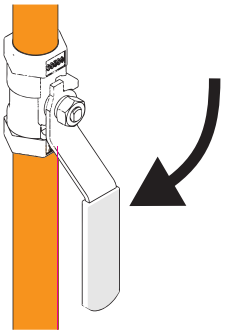
1. Fully open the manual water control valve on the water supply line



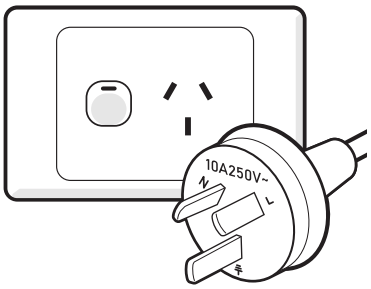
2. Open a hot water tap to verify that water is flowing to that tap.



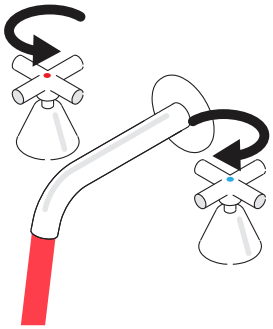
4. Fully open the manual gas control valve installed.



5. Turn on the 240V 50 Hz power supply to the water heater.



6. Enjoy your continuous hot water!



OPERATION PROCESS OF GAS WATER HEATER

1. A hot water tap is turned on.
2. Water enters the water heater via the cold water inlet.
3. The water flow sensor detects the water flow.
4. The electronic controller automatically ignites the burner.
5. Water circulates through the heat exchanger and is heated.
6. The electronic controller will modulate the gas proportional valve and water server to produce the right amount of hot water at the expected temperature.
7. When the water tap is turned off, the appliance will shut down.

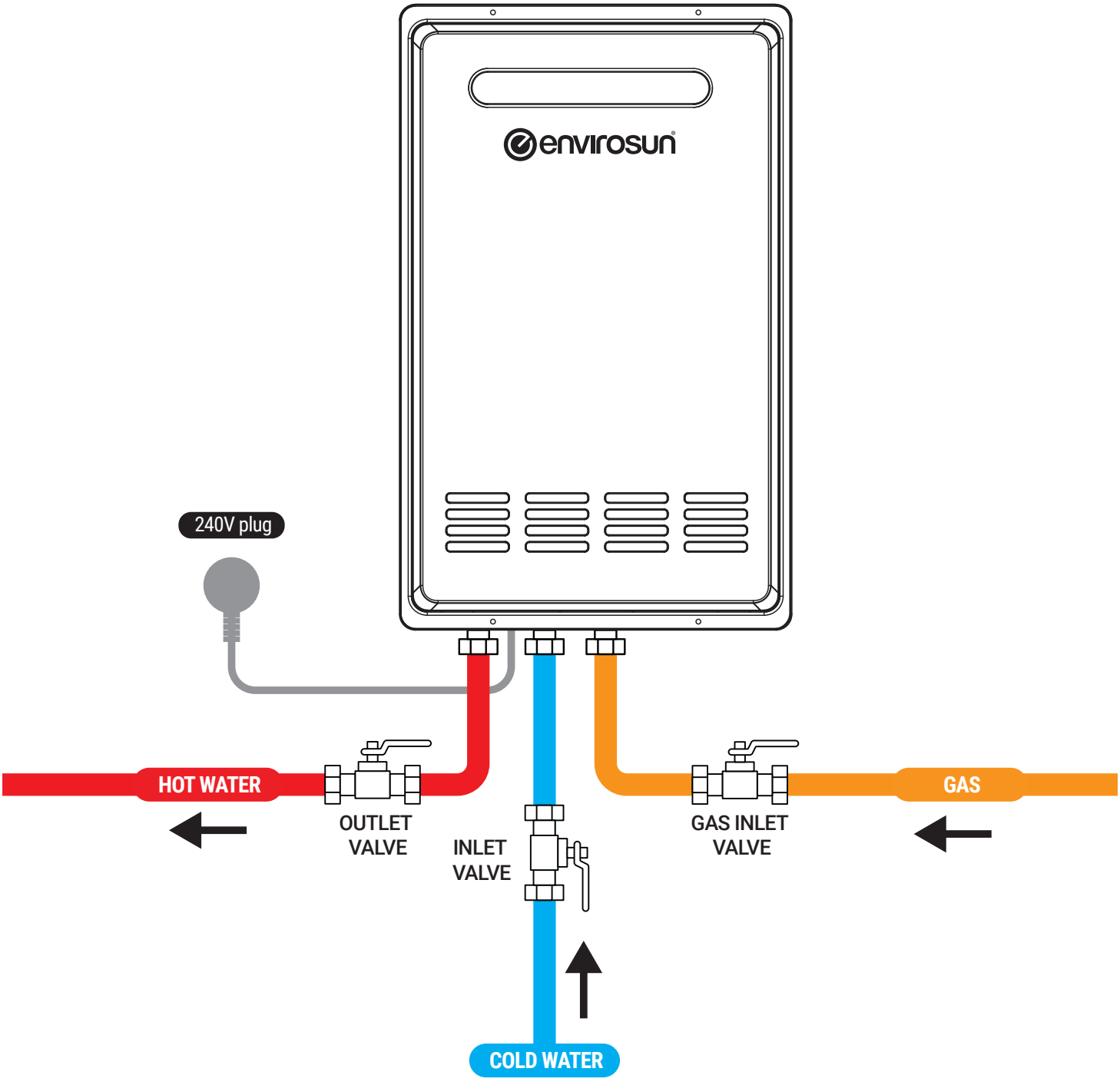
WARNING

DO NOT SPRAY IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.
DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.
DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
DO NOT MODIFY THIS APPLIANCE.

NORMAL OPERATION

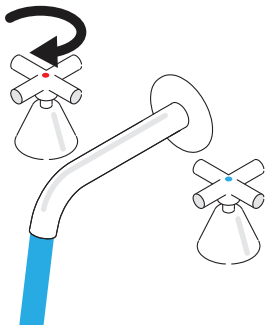
Starting steps:

1. Turn on the power switch; the water heater will enter standby mode.
2. If a remote controller is available, press the power ON/OFF button on the controller.
3. Open the inlet water valve and gas valves.
4. Turn on the water valve (hot water tap); the water heater will ignite automatically, start running, and then hot water will flow out.
5. During operation, if the power supply suddenly stops, the water heater will cease running and automatically close the internal gas control valve. However, manual intervention is required to stop the water flow. When power is restored, the water heater can be restarted by reopening the water supply.
6. In case of a power failure before operation, the water heater cannot commence providing hot water service.

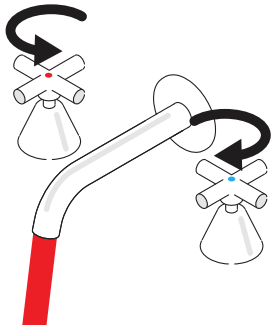


NORMAL OPERATION

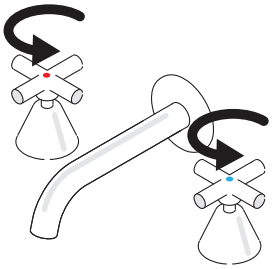
1. Open a hot water tap.



2. Mix cold water with the hot to get the correct temperature water.



3. Close the water taps.



SERIES-CONNECTED SOLAR ENERGY

The ES20CF-2-NG and ES26CF-2-NG models can be connected with solar energy in series.

- The wire controller should not be installed when solar energy is connected in series.
- In the Australian market, the gas water heater (GWH) is connected in series with the solar energy system. GW is only an accessory of solar energy, named “gas booster,” and its main system is solar energy. The preset temperature of the water outlet of the gas water heater is 70℃.
- The gas water heater will not ignite when the water inlet pipe of the gas water heater is connected with the water outlet pipe of solar energy, and the water inlet temperature of the gas water heater is higher than or equal to 58℃; start burning when the temperature of the inlet water is lower than 58℃; stop burning for 10 seconds continuously when the temperature of the inlet water is higher than or equal to 60℃;
- Special requirements for connecting solar energy in series:
  1. The gas water heater is used as a supplementary device for heat sources, and the burning stops after burning for 1 hour, and the burning can be started by switching on and off the water again;
  2. In the case of minimum load burning, stop the burning when the temperature of the outlet water is ≥ the set temperature +3℃ for 20s or the temperature of the outlet water is ≥78.5℃; burning can be started by switching on and off the water and the device again;
  3. To prevent scalding by hot water, the actual temperature of the outlet water is associated with the water flow and temperature of the inlet water. Please confirm the temperature of hot water by hand before using it;
  4. The ex-factory temperature is 50℃, and the highest temperature is 75℃. The temperature of 70℃ can be adjusted by a qualified installer to connect solar energy in series (bacteria legion killing), and the wire controller cannot be used when connecting solar energy in series. Furthermore, the temperature of the surface cover can be lowered by a qualified installer, and the set temperatures are 75, 70, 65, 60, 55, **50**, 48, 45, 43, 42, 40, and 38.
  5. When connecting solar energy in series, E4 fault will be reported in case the temperature of the inlet water or the temperature of the outlet water is beyond 90 degrees.
  6. When connecting solar energy in series, the mode of connecting solar energy in series will be started by default when the set temperature is greater than 70 degrees.

Freeze prevention

If freezing conditions are expected, turn off water / gas supply and drain the water from the appliance.

WARNING

- Turn off the water supply valve;
- Turn off the gas supply valve;
- Turn off the power supply switch;
- Drain the water from the water heater (refer to p.19).

If power supply is on, and the automatic anti-freezing protection system will be running and the freezing will be prevented. Only the pipes and heat exchanger inside the water heater will be protected. Any hot or cold water pipes located outside of the unit will not be protected. Proper protection and insulation of these pipes will be required to ensure these are protected from freezing.

MAINTENANCE AND SERVICE

The water heater should be checked at least once a year or as necessary by a licensed technician. If repairs are needed, any repairs should be done by a licensed technician. The water heater's lifetime may be extended by regular maintenance.

- Please Contact Customer Service on +61 8 9203 2000 for service.
- Provide the serial number and model number of the water heater. This can be found on the compliance plate on the right side of the unit.
- Provide your full name, address and contact number.

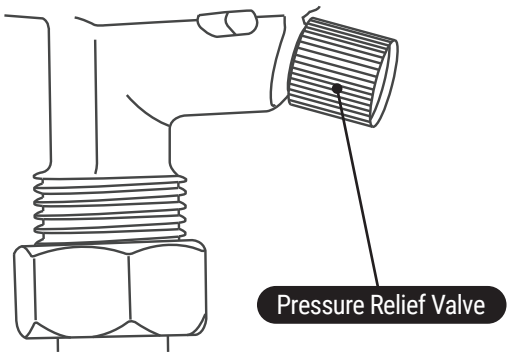
WARNING

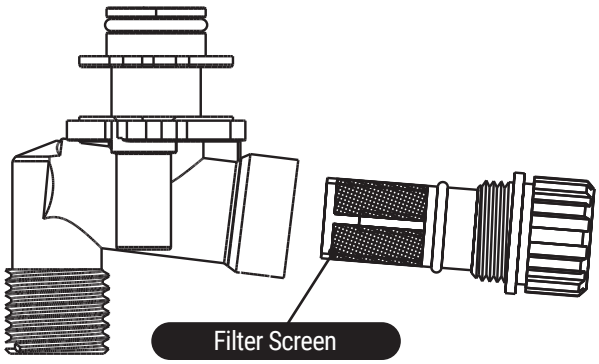
- Service Shall Be Carried Out Only By Authorized Personnel and the Appliance Shall Not Be Modified.
- The Appliance Must Be Installed, Commissioned And Serviced By An Authorized Person In Accordance With The Requirements Of AS/NZS 3500.42.
- Turn off the electrical power supply and close the manual gas control valve and the manual water control valve before servicing.

1. Clean the cold-water inlet filter (refer to diagram below).
2. Be sure that all openings for combustion air are not blocked. If blocked, remove obstruction.
3. Check that the opening for exhaust is not blocked. If blocked, shutoff the water heater's operation. And then after a while, remove obstruction. DO NOT touch while unit operating, otherwise you might get burnt due to high temperature.
4. Check the gas pressure and if necessary adjust the gas pressure.
5. Inspect all connections.
6. Check and clean the line strainer.
7. Keep the area around the water heater clear. Remove any combustible materials, gasoline or any flammable vapors and liquids.

UNIT DRAINING AND FILTER CLEANING

- Close the manual gas shut off valve and the manual water shut off valve.
- Turn off the power supply to the water heater.
- Open a hot water taps in the house (preferably the shower outlet).
- Prepare a bucket or container to catch the water from the unit's drain plugs. Unscrew the pressure relief valve located in the hot water outlet and the filter located in the cold water inlet to drain the water from the appliance.
- Wait a few minutes to ensure all water has completely drained from unit. When water stops, close the hot tap.
- Clean the filter: With a tiny brush, clean the water filter of any debris which may have accumulated and then screw the filter back into the cold water inlet.
- Securely screw the pressure relief valve back into the hot water outlet, tighten it by hand only.





REMOVE BY TURNING COUNTER CLOCKWISE
AND THEN CLEAN OR REPLACE.

GENERAL TROUBLESHOOTING

Problem	Possible solutions
The water is not hot enough.	1. Check cross plumbing between cold and hot water lines. 2. Is the gas supply valve fully open? (refer p.19) 3. Is the gas line sized properly? (refer p.4) 4. Is the gas supply pressure enough? (refer p.4) 5. Is the set temperature set too low? (refer p.17)
The water is too hot.	Is the set temperature set too high? (refer p.17)
The hot water is not available when a fixture is opened.	1. Make sure the unit has 240V 50Hz power supply. 2. If you are using the remote controller, is the power button turned on? 3. Is the gas supply valve fully open? (refer p.19) 4. Is the water supply valve fully open? (refer p.19) 5. Is the filter on cold water inlet clean? (refer p.19)
The hot water gets cold and stays cold.	1. Is the flow rate enough to keep the water heater running? (refer p.4) 2. Is the gas supply valve fully open? (refer p.19) 3. Is the filter on cold water inlet clean? (refer p.19) 4. Are the fixtures clean of debris and obstructions?
Fluctuation in hot water temperature.	1. Is the filter on cold water inlet clean? (refer p.19) 2. Is the gas line sized properly? (refer p.4) 3. Is the supply gas pressure enough? (refer p.4) 4. Check for cross connection between cold water lines and hot water lines.
It takes long time to get hot water at the fixtures.	The time it takes to deliver hot water from the water heater to your fixtures depends on the length of pipe between the two. The longer the distance, the longer it will take to get hot water.
The unit does not ignite when water goes through the unit.	1. Check for the filter on cold water inlet. (refer p.19) 2. Check for reverse connection and cross connection. 3. If there is a remote controller, is the power button turned on?
The fan motor is still spinning after operation has stopped.	This is normal. After operation has stopped, the fan motor keeps running for 25-60 seconds in order to reignite quickly, as well as push all exhaust gas out of the flue.

ERROR CODES

The water heater provides a diagnostic error code in the event of an interruption to its operation. The error code is displayed on the controller(s) (if installed) and on the LED display inside of the heater. If an error code appears, follow the table below to deal with accordingly.

Code	Fault Description	Handling Method
E1	Ignition failure when the water heater begins running	• Check whether the gas supply is normal or not. • Check the gas inlet valve is fully open, and confirm there is no air in the gas supply circuit (especially at initial operation). • Close the hot tap, turn off the controller(s) and switch off the power supply to the heater. Wait 5 minutes, and then switch on the power to heater, turn on a controller and open a hot tap. • If the fault still presence, call the qualified service people for an inspection.
E2	Flame failure during operation	• Confirm the gas supply is stopped accidentally or not. • Close the hot tap, turn off the controller(s) and switch off the power supply to the heater. Wait 5 minutes, and then switch on the power to heater, turn on a controller and open a hot tap. • If the fault still presence, call the qualified service people for an inspection.
E3	Blower failure	Call the qualified service people for an inspection.
E4	Overheated failure	Call the qualified service people for an inspection.
E5	Water temperature sensor fault	Call the qualified service people for an inspection.
E6	Over-heating protection	Call the qualified service people for an inspection.
E7	Communication fault	Call the qualified service people for an inspection.
EF	Solenoid valve circuit fault	Call the qualified service people for an inspection.
F1	Main control board fault	Call the qualified service people for an inspection.
F2	Exhaust blocked fault	• Make sure there is no any obstacle in exhaust port of the unit or in front of its exhaust area. If there is, clean it. • Close the hot tap, turn off the controller(s) and switch off the power supply to the heater. Wait 5 minutes, then switch on the power to heater, turn on a controller and open a hot tap. • If the fault still presence, call the qualified service people for an inspection.
F8	Water server fault	Call the qualified service people for an inspection.
FC	Main control board have no parameters	Call the qualified service people for an inspection.
FD	Main control board and remote controller mismatch	Call the qualified service people for an inspection.

THE FOLLOWING CONDITIONS ARE NOT A FAULT

Fault Description	Handling Method
White exhaust smoke.	Outdoor temperature is too low, the exhausted flue gas condenses into white mist when it meets cold air.
Burner will not ignite at low water flow rate.	Water flow rate is too low to ignite the burner. Increase water flow rate to initiate proper operation.
Can't supply high temperature hot water in winter.	The supply cold water temperature is very low and the water adjustment knob is already has been turned to the maximum; the set temperature may exceed the heating capacity, and then please turn down the water flow.
Failure to provide low temperature hot water in summer.	The temperature of supplied cold water is too high and the set temperature of hot water is too low. If the inlet water flow is less than 3L/min in this case, it may cause the hot water temperature to be higher than expected. Please adjust the water flow rate more appropriately.
After 12 hours of use, the water heater suddenly flameouts.	To prevent oxygen deficiency, the water heater has a 12-hour timer protection function, which automatically shuts off when it runs continuously for 12 hours. Please close the hot water tap for a period of time and then restart it.
Close the hot tap, but the blower did not stop immediately.	To completely purge the flue gases, the water heater has a shut-off delay function to ensure the safety of the user. This is why the blower will run for about 25-60 seconds even after the hot tap is turned off.
Open the hot water tap, but can't provide hot water in time.	There is a distance from the water heater to the hot water tap because there is some cold water in the pipes that takes some time to flow out before the hot water arrives. The farther the distance, the longer you need to wait.
There is always some water coming out of the drain valve.	This is because the inlet water pressure is over 1.0MPa, drain valve which is located on the water outlet will work to release the high pressure (refer p.19). Install a pressure limiting valve on the cold water supply chain.

PACKING LIST

No.	Description	Qty
1	Gas water heater	1
2	Operation and installation manual	1

STANDARD WARRANTY

WARRANTY TERMS

This warranty is given by Energie Group Australia Pty Ltd in relation to Envirosun Hot Water Systems (the Product).

The benefits conferred by this warranty are in addition to all other legal rights and remedies of the Customer in respect of the Product. Given installation and application is in accordance with the manufacturer's specifications and instructions, the Product and components are warranted by Envirosun® for the cost of labour and components in the event of defects arising from faulty materials and/or workmanship in accordance with the warranty conditions and exclusions stated in this document.

Where the Product is installed outside the boundaries of a Capital City Metropolitan area or where the Product is installed outside a 25km radius of a Envirosun Dealer business address, the cost of transport, insurance and travelling will be charged to the consumer.

For all new Product purchases through public sales auctions, internet and/or other electronic sales auctions or remote offerings, the warranty for the Product is the responsibility of the dealer or reseller of the Product, and not of Envirosun.

Warranty of the Product will remain with the Product for the warranty coverage period.

WARRANTY CONDITIONS

The initial point of contact for all Warranty claims is the Envirosun Dealer from whom the Product was purchased.

All warranty claims must be reported to Envirosun no later than 14 days from the date the fault is reported to the Envirosun Dealer. All terms of this warranty are effective from the date of installation of the Product and the attending service person reserves the right to verify this date by requesting a copy of the certificate of compliance[1], installation record issued by an appropriately qualified installer or proof of purchase prior to the commencement of any warranty work.

The Product must have been installed, commissioned, serviced, repaired and removed by a licensed gasfitter or plumber in accordance with the manufacturer's installation instructions, current AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so. Cost of labour or materials to remedy an installation that does not comply with these requirements will be at the express cost of the installer.

The Product must be operated and maintained in accordance with Envirosun's operating instructions. This warranty only applies to the Product as supplied by Envirosun and does not apply to any additional electrical and/or plumbing parts supplied by the installer. Where the appliance has not been sited in accordance the installation instructions or installed such that normal service access is difficult, a service charge may apply. If, at the discretion of the attending service person, access with is assessed as dangerous, service will be refused.

Any work required to gain reasonable access to the appliance will be chargeable to the customer by the attending service person including, but not limited to, removal of cupboards, doors, walls, or the use of special equipment to move components to floor level.

The Product is covered for the indicated period from the date of installation. Should a part of the complete Product be replaced during this period, only the balance of the original warranty will continue to remain effective.

This warranty applies to the Product when it is connected directly to a reticulated water supply from a state approved water utility.

This warranty does not apply if the Product is connected to any alternative water supplies if the water chemistry and impurity levels of alternative water supplies exceed the limits specified in the Water Properties Table on p.3.

Examples of alternative water supplies include private bore water, water from private dams and water supplied from a reticulated water supply but where the water chemistry is deliberately altered before supplying the water heater. Should the Product be installed in a regional location where regular flushing is required due to sediment build-up, the drain cock for flushing must be fitted at the time of installation at customer expense. A warranty will apply to rain water tanks, as alternative water supply, ONLY in circumstances where rain water is filtered and free of any physical or sediment debris and water quality does not exceed the limits specified in the Water Properties Table on p.3.

Component manufacturers are at liberty to alter the design or construction of the components notwithstanding that the Product may have been sold by description or sample, even though alterations made have been introduced from the date of contract and the date of delivery provided that the Products are of the same or similar quality and are fit for the purposes for which they are purchased. Such alterations shall not constitute a defect in design or construction under this warranty.

Envirosun reserves the right to alter the design or construction of the Product within allowance of the relevant Standard(s), industrial and State and Territory legislation without notice. Envirosun warrants to the original purchaser, or for Product purchased from a Reseller, to the original end user, that the Product will be free from any defects in materials and workmanship from the date of shipment or invoice or, if longer, the period stated in this policy in accordance with the warranty terms in Table 2.

During the warranty period, Envirosun will, at its option, apply one of the three following remedies:

i. provide replacement parts necessary to repair the Product,
ii. replace the Product with same Product or similar approved newer design,
iii. refund the amount purchaser paid, LESS DEPRECIATION, upon its return.

Envirosun or a Envirosun Dealer will provide labour to resolve warranty issues during the warranty period. Repair service shall be available at the purchaser's location. Envirosun will determine how and where repair services are provided, and the purchaser may, at Envirosun's reasonable cost, be required to deliver product to an authorised location.

Replacement parts and/or Products will be new or serviceably used, comparable in function and performance to the original part or Product and warranted for the remainder of the original warranty period. Purchasing additional Products from Envirosun does not extend your warranty period.

If Envirosun requires the return of defective parts/Products, the Envirosun Dealer/purchaser shall return them within 14 days of receiving replacement parts. Failure to return defective parts will attract charges for replaced parts/system and their shipment to the Envirosun Dealer/purchaser.

Envirosun offers the following Warranty Terms on all models:

	Residential Warranty		Commercial Warranty*	
Component	Parts	Labour	Parts	Labour
Heat Exchanger	10 year	3 year	1 year	1 year
All other components	3 year	3 year	1 year	1 year
Installer supplied valves and fittings	N/A	N/A	N/A	N/A

** Note: systems installed for commercial applications are subject to reduced warranties.*

WARRANTY EXCLUSIONS

The following exclusions may cause the warranty to become void, and may incur a service charge and cost of parts that may be required.

1. Accidental damage, failure due to misuse, abuse and accidents.
2. Failure due to incorrect installation and/or attempts to repair the Product other than by an Envirosun Dealer or approved service personnel.
3. Failure to install, commission, service, repair and remove the Product in accordance with the manufacturer's installation instructions, current AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised to do so.
4. Failure due to use of parts other than Envirosun branded/approved parts.
5. Where the tank or piping system leaks or fails to operate normally due to frost or freezing.
6. Where the Product component has failed directly or indirectly as a result of excessive water pressure, negative pressure (partial vacuum), corrosive atmosphere, faulty plumbing and/or electrical wiring, or major variations in electrical energy supply.
7. Where the water stored in the cylinder exceeds at any time levels as detailed in this document.
8. Any serial tags/stickers on any of the components are removed or defaced.
9. The Product is relocated from its original point of installation.
10. This warranty does not cover:
    a. claim for damage to walls, foundations, gardens, etc. or any other consequential loss or inconvenience either directly or indirectly due to leakage from the water heating system or any other matter related to the system or its operation.
    b. the effects of sludge/sediment as a result of connection to a water supply from suitably filtered or treated sources e.g. spring, dam, bore or river.
11. Consequential damage or any incident caused by a breach of the requirements as set out in this document.
12. 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
13. 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.

OH&S DISCLAIMER

Envirosun and its Authorised Dealers work with and recommend various installation and plumbing companies to install, test and certify correct operation of solar hot water systems or the Product. Envirosun is a supplier of systems only.

Each installation must be covered by the installer's insurances, commercial terms and conditions and by the applicable OH&S legislation. Each person that installs assembles or services must comply with all OH&S requirements relevant to the type of work being conducted including, but not limited to, plumbing work, work on heights exceeding 2.5m and electrical work.

The customer must ensure that it complies with all its OH&S obligations. This warranty will be void if these conditions are not met.

CONTACT DETAILS

For further information, please call one of the following phone numbers from anywhere in Australia:

Energie Group Australia Pty Ltd	For after sales service:	1300 825 143
	For sales or new product:	1300 314 173 sales@ega.energy www.energiegroup.au
Head Office	Energie Group Australia Pty Ltd 460 Victoria Road, Malaga WA 6090	