



Midea Heat Pump Hot water Manufacturer's Warranty



HVAC & Energy Australia



Congratulations on your purchase. This heat pump hot water Manufacturer's Warranty – Australia (Warranty) explains the terms and conditions under which MD APPLIANCES PTY LTD ABN: 43 657 881 699 of 1513 Dandenong Road, Oakleigh, VIC, 3166 will repair or replace defective heat pump hot water product. The benefits provided by this Warranty are in addition to the rights and remedies available to you under the law, including the Australian Consumer Law.

Contact Details for Warranty Claims:

Name: MD Appliances Pty Ltd
 ABN: 43 657 881 699
 Phone Number: 1300 726 002
 Email Address: aftersales@mdhome.com.au
 Business Address:
 1513 Dandenong Road, Oakleigh, VIC, 3166
 Submit a warranty claim on our website:
<https://mdhome.com.au/warranty-claim-form>

Your Rights:

Our goods come with guarantees that cannot be excluded under the Australian Customer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss failure does not amount to 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.

What Should You Do to Claim a Product Warranty?

- Fill out the warranty claim form and submit it online or via email.
- Provide the purchase invoice with the Product's serial numbers and other required information.
- Clearly and accurately describe the Product problem in writing.

Midea Heat Pump Warranty Terms

Warranty Periods:

- 7 years warranty for the Tank.
- 5 years warranty for Servicing and compressor, which includes spare parts and labor for diagnosis, removal of faulty parts, and installation of replacements. After 5 years, servicing costs will be the responsibility of the owner.

The warranty terms provided are in addition to the rights and protections guaranteed under the **Competition and Consumer Act 2010** and other consumer protection laws. This warranty does not exclude or limit these statutory rights.

Warranty Coverage:

- Repairs and Parts Replacement:** Midea will repair or replace faulty components that are due to defective materials or workmanship.
- Cost Responsibility:** Midea will cover reasonable costs for legitimate warranty claims. Midea may send an accredited service agent for inspection. Any unapproved costs or non-eligible warranty claims are the consumer's responsibility.
- Claim Reimbursement:** Any reasonable costs associated with a valid warranty claim will be reimbursed by Midea.
- How to File a Warranty Claim:** To initiate a warranty claim, customers must contact Midea directly. Midea's accredited service agents will handle repairs or replacements based on the warranty terms.

Warranty Conditions

- Ownership Verification:** The person filing the warranty claim must be the owner of the product or have written authorization from the owner.
- Timely Notification:** Claims must be made as soon as a defect is noticed, and the product must still be within its warranty period.
- Applies to New Products:** This warranty applies to products manufactured on or after the publication date of the warranty.
- Installation Proof:** Warranty starts from the date of installation or payment completion. Midea may require proof of purchase or a certificate of compliance (issued by the installer).
- Pre-Authorized Work:** Before any warranty work is done, Midea must authorize the service, and proof of purchase and compliance must be submitted.
- Correct Installation and Maintenance:** The system must be installed, serviced, and maintained according to Midea's guidelines and local statutory requirements.
- Parts and Components:** The warranty covers only the heat pump system and genuine Midea replacement parts. It does not cover plumbing or electrical components supplied by the installer.
- No Liability for Consequential Loss:** Midea is not liable for consequential losses such as damage to property, personal belongings, or inconvenience arising from defective systems or components.
- Replacement Parts:** If a part is replaced under warranty, the remaining original warranty period applies. The replacement part does not carry a new warranty.
- Inspection Rights:** Midea reserves the right to inspect products at their factory if necessary.
- Refurbished Goods:** Midea may replace defective parts with refurbished parts of the same type.

- Safe Access for Service:** If the product is not installed in a way that allows safe access, Midea may refuse service. Any extra costs for safe access will be charged to the consumer.
- Sizing Compliance:** The system must be sized according to Midea's guidelines to meet the hot water demand.

Warranty Exclusions

Midea's warranty does not cover:

- Accidental or Natural Damage:** Damage from accidents, storms, natural disasters, vandalism, etc.
- Misuse or Neglect:** Failure due to improper maintenance, misuse, or unauthorized installation.
- Unauthorized Service:** Damage caused by repairs or alterations made by anyone other than Midea's accredited service agents.
- Non-Warranty Issues:** Issues related to plumbing, electrical supply, or water quality, such as:
 - High water pressure.
 - Incorrect electrical supply.
 - Blocked or missing overflow vent.
 - Rust due to corrosive atmosphere.
- Excessive Cold:** Failures caused by freezing or ice formation in pipes connected to the heat pump.
- Water Quality:** Issues caused by unfiltered water sources (e.g., dams, bores, rivers).
- Relocation:** Damage caused by relocating the unit from its original installation site.
- Operation Without Water:** Using the system without it being properly filled with water.
- Water Supply:** The warranty only applies when the heat pump is connected to the energy source specified on the product's label.
- Water Hardness or Corrosion:** Damage caused by water with high hardness (over 200 ppm), corrosive properties, or poor pH levels.
- Improper Installation Location:** Failure due to installation in a location that does not comply with Midea's installation instructions or local regulations.
- Consumer Responsibility:** Labor costs for checks that should have been done by the consumer as per the operating instructions.

Midea may require the technician to sign off on installations and follow specific regulations in different jurisdictions. Be sure to seek the correct guidance to meet all local regulations when installing the heat pump.



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MD APPLIANCES PTY LTD
www.mdhome.com.au