



think*hot***water**

***airo*heat[®]**

HOT WATER HEAT PUMP MANUAL

- **Installation**
- **Commissioning**
- **Owners (warranty)**

FOR ADVICE, REPAIRS AND SERVICE:

CALL
1300 365 115 (AUSTRALIA)
0800 729 389 (NZ)

Effective for Airoheat Hot Water Heaters manufactured and sold after 1st June 2006.
Specifications and materials may change without notice

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WELCOME TO DUX HOT

Your decision to purchase a Dux Hot Water system will reward you for many years to come.

Since 1915, the Dux range has seen continuous research and development, resulting in many breakthroughs in the efficiency, reliability and longevity of hot water systems.

Dux water heaters are manufactured in Australia in a state-of-the-art facility, using a Quality Endorsed Company production system.

This is your assurance that you have purchased the highest quality water heater available, one that will provide continuous hot water for all your needs - safely, economically, and for many years to come.

To be upfront about it, we want Dux to be your brand of choice. So you can depend on us to provide more than just a hot water system.

You can rely on Dux products and choose them with confidence. We'll make sure you have the information, the quality and the innovation you're looking for, including the latest energy-saving alternatives. If you should ever have a problem – and we'll bet you won't – you'll find that we're easy to get hold of, friendly to talk to and quick to act. Our service is all about providing anything you need as soon as you need it.

Go with Dux and you'll have a dependable, economical, efficient hot water system designed to perform well, year after year. And that's a promise.



1.0 INSTALLATION DETAILS

This water heater must be installed by a licensed tradesperson, and in accordance with:

- AS/NZS3500.4.2 “National Plumbing and Drainage Code Hot Water Supply Systems – Acceptable Solutions” .
- Local authority regulations.
- Outside Australia and New Zealand, please refer to local plumbing and building codes and regulations.
- Notice to Victorian customers from the Victorian Plumbing Industry Commission – this water heater must be installed by a licensed person as required by the Victorian Building Act 1993. Only a licensed person will give you a compliance certificate, showing that the work complies with all the relevant Standards and only a licensed person will have insurance protecting their workmanship for 6 years.

NOTE: *This water heater and heat pump components are not suitable for pool heating.*

All warranty is voided if the unit is laid on its side for storage or transport. It must be stored and transported in a near vertical position at all times, there are no exceptions.

This water heater is designed for direct connection to water supply pressures of no greater than:

- 250 Litre Model - 1000kPa

Where the mains pressure can exceed or fluctuate beyond the pressure shown above a pressure limiting device (complying with AS1357) must be fitted in the cold water inlet supply. This device must be installed after the isolating valve and set at or below the pressure shown above. Note during periods of lower demand water pressure may increase.

CAUTION: *This water heater delivers hot water at temperatures exceeding 50°C. Refer to AS/NZS3500 and local regulations regarding the need for additional temperature control of hot water delivery.*

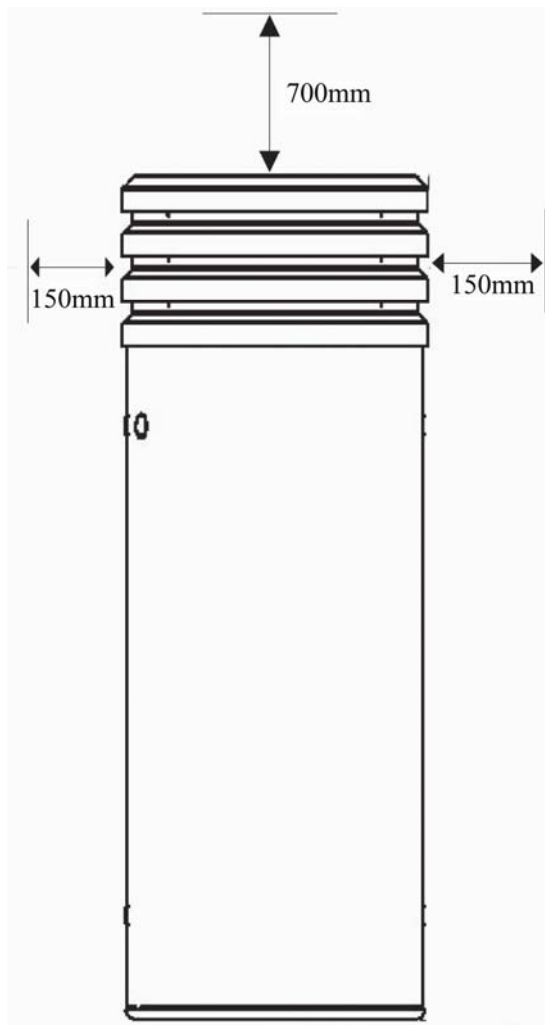
LOCATION

The water heater should be located as close as possible to the most frequently used hot water outlet. Ensure that the data plate is clearly visible and provide adequate access for service to the element, thermostat, relief valve and anode.

NOTE: All models are equipped with a sacrificial anode, accessible through the top cover. Allow 50% of the height of the water heater for clearance above to replace the anode.

The water heater has a plastic base which is resistant to water damage but it is recommended that a concrete plinth be installed under the water heater to protect the heater when subjected to wet conditions. A properly drained overflow tray must be used where property damage could occur from water spillage. (See AS/NZS3500.4.2 for further details.)

NOTE: The warranty does not cover consequential damage due to leakage of the water heater.



PREFERRED LOCATION

If possible the location selected for the heat pump should be on the warm side of the home.

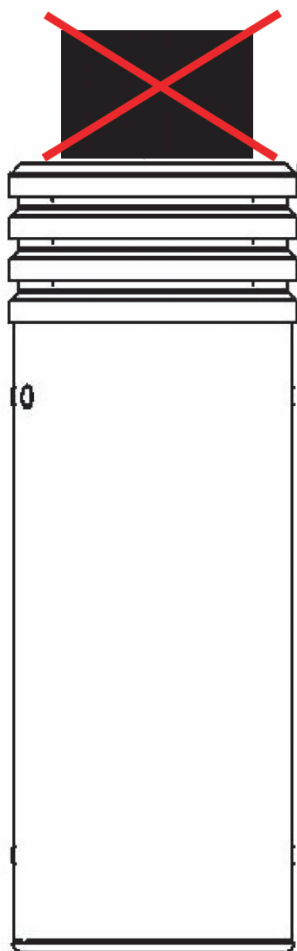
The selected location must have free ambient air flow to prevent cooler discharged air being drawn back into the heat pump.

Allow sufficient clear space so as not to impede this air flow. Allow 700 mm clearance above the Airoheat and allow 150mm clearance to either side of the Airoheat as a general rule.

NOISE CONSIDERATIONS

The selected location must consider noise impact on living areas, especially bedrooms, inside the house. Although the running noise level is very low (50 dB(A)) it can be expected that the heat pump will run during the night.

The installer can assist in choosing the appropriate location for the Airoheat.



AIR FLOW

Ensure the unit is placed in an area where debris such as leaves and paper etc, will not collect and block the air outlet on the top of the unit.

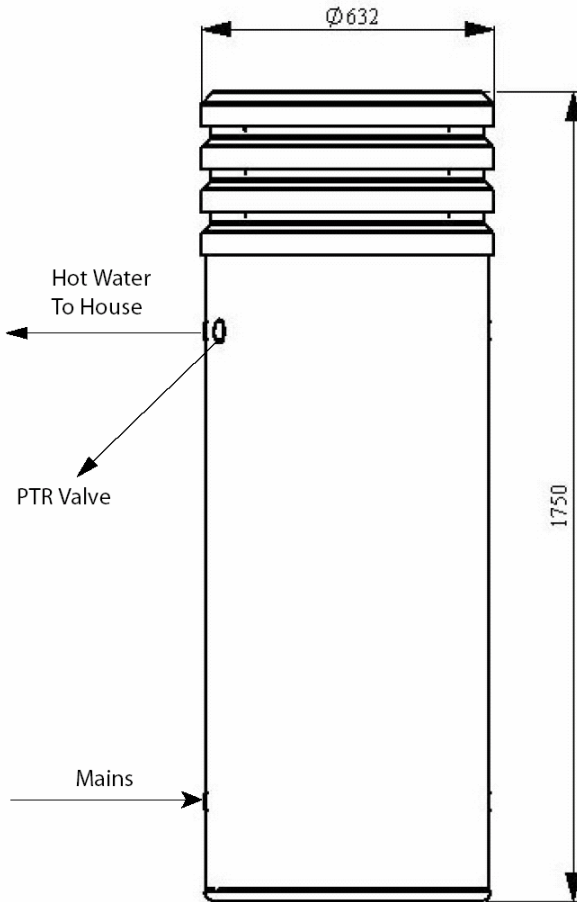
IMPORTANT! *Do not put any objects on top of the Airoheat unit.*

TRANSPORTATION

Ensure the Airoheat is always stored and transported in an upright position.

NOTE: *All warranty is voided if the unit is laid on its side for storage or transport. It must be stored and transported in a near vertical position at all times, there are no exceptions.*

PLUMBING CONNECTIONS



STORAGE TANK INSTALLATION

Install and connect the storage tank to the household water reticulation system as per local plumbing regulations and codes.

Install a condensation drain line in a continuous fall away from the heat pump to a safe and legal point of discharge. Usually this would be a garden bed or similar location.

PRESSURE & TEMPERATURE RELIEF VALVE

The Pressure & Temperature relief valve is supplied loose with the water heater. The valve rating is:

- 250 Model - 1000kPa

The relief valve must be installed directly into the top socket marked "RELIEF VALVE". The drain line from this valve must run in a continuously downward

direction with the discharge end left permanently open to atmosphere. The Pressure & Temperature Relief Valve supplied with the water heater is not intended to enable connection of the water heater to supplementary energy sources such as solar panels or slow combustion stoves (refer AS/NZS 3500.4.2 for guidance on these types of installations)

WARNING: A separate drain line must be run for this relief valve. It is not permitted to couple drain lines from relief valves into a single common drain line.

COLD WATER CONNECTION

An approved isolating valve, approved non-return valve, line strainer (optional but recommended), and union must be fitted between the supply main and the RP³/₄/20 socket in the water heater. All fittings must be approved by the relevant installation Authority.

Note for S.A. and W.A.: It is a state requirement that a pressure relief valve be fitted on the cold water supply line between the non return valve and the water heater.



HOT WATER CONNECTION

The hot water line should be connected to the RP^{3/4}/20 socket as shown on the Installation diagram. For the most economical operation of the water heater, it is recommended that all hot water lines are insulated with high temperature, UV resistant 13mm closed cell insulation. Please check local regulations regarding the use of hot water supply pipe work other than pipes made of copper.

FILLING THE SYSTEM WITH WATER

Once the system plumbing is completed for the household and the Airoheat has also been connected, the tank can be filled with water and pressurised.

CAUTION: *The water heater must be filled with water before turning on the electricity supply.*

ELECTRICAL CONNECTION

This water heater is designed for connection to a CONTINUOUS TARIFF, single phase 240 volt AC supply.

The electrical connection must comply with local supply authority regulations and AS3000.

The unit is rated at 10 amps (2 core and earth) so the power mains supplying the Airoheat must have a 10 amp minimum circuit breaker fitted.

For the Electrician the access cover may be removed by undoing the two screws on the cover and sliding the cover downward to disengage it from the case.

NOTE: *The water heater is fitted with an electronic temperature control and an over-temperature energy cut-out. Under no circumstances should the water heater be operated without both these devices being in the circuit. Replacement must be carried out by a qualified electrician or the manufacturer.*

DANGER - *The operation of the thermal cut-out may indicate that the system might not be working correctly. Do not reset the thermal cut-out until the water heater has been serviced by a qualified person.*



WATER QUALITY

Your Dux water heater has been manufactured to suit common water conditions present in most Australian metropolitan supplies. Please note that harsh water supplies can have a detrimental effect on the water heater and its life expectancy. If you are unsure about your water quality you can obtain information from your local water supply authority.

Water can also contain material known to create lime scale where lime scale can build up and block safety fittings. One measure of this water quality is known as the saturation index, if the saturation index is greater than 0.40 and therefore subject to lime scale an expansion control valve should be fitted to the unit.

CAUTION: *If the water heater is left in an operating condition and unused for two weeks or more, a quantity of hydrogen (which is highly flammable) may accumulate in the top of the water cylinder. To dissipate this gas safely it is recommended that a hot tap be turned on for several minutes at a sink, basin or bath, but not a dishwasher, clothes washer or other appliance. During this procedure there must be no smoking, no open flame or any other electrical appliance operating nearby. If hydrogen is discharged through the tap it will probably make an unusual sound similar to that of air escaping.*



INSTALLATION CHECK LIST

1. Always transport the Airoheat in the upright position, if you lay it on its side the refrigeration system may be compromised and the system may fail.
2. Avoid installing the unit near a bedroom window.
3. The Airoheat produces water condensation so make sure the unit is installed on a flat surface and that a drain line is installed from the condensation drain port so as to conduct the water to a suitable drainage point.
4. Tempering Valves are a requirement, ensure they are commissioned correctly; incorrect commissioning can lead to a lack of hot water delivery.
5. It is recommended that all hot water lines are insulated with high temperature, UV resistant 13mm closed cell insulation.
6. Ensure there is no obstruction on top of the Airoheat that will block the air outlet.
7. When the system is turned on, check the Hotlogic (inside top cover you can access from top of Airoheat) status lights to help you determine operational status.
8. Check the refrigerant sight glass disk located inside the top cover of the unit, normal operation is indicated by a green indicator light. If the indicator is yellow this indicates that you should not turn the unit on so in this instance contact Dux Hot Water
9. Airoheat is designed for connection to a CONTINUOUS TARIFF, single phase 240 volt AC supply



2.0 COMMISSIONING THE SYSTEM

When both the plumbing and electrical connections have been completed the system is ready to run.

Before applying power to the system ensure that the system is full of water and pressurised.

Turn on the power supply; the Hotlogic control system will then check the unit's operating parameters. If conditions are suitable and there is enough energy available in the surrounding air, the fan and compressor will turn on. The Airoheat is self regulating so there are no internal adjustments to be made during commissioning.

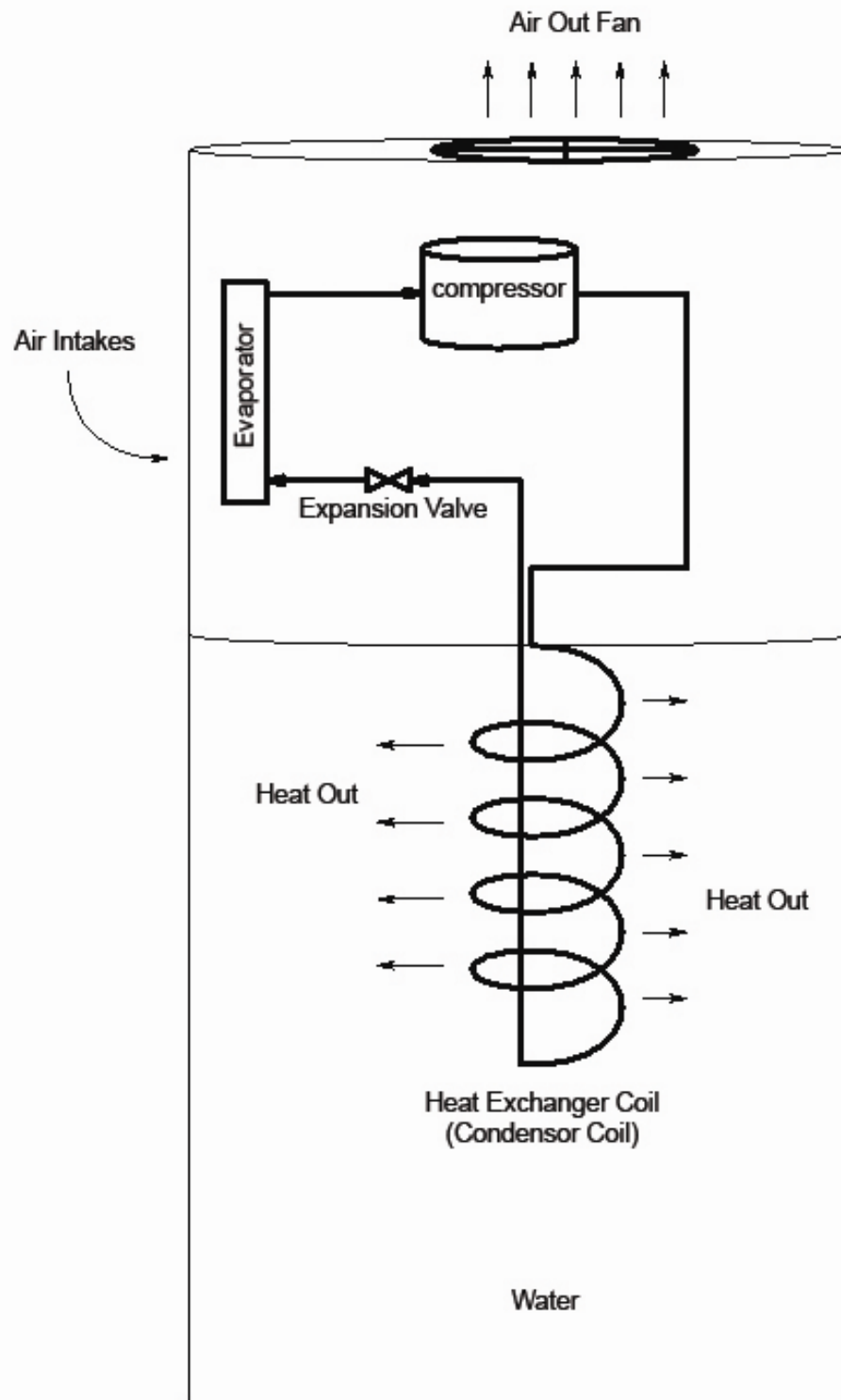
Airoheat has a 30 second delay built in after the power is switched on. Before compressor and fan come on.

The Airoheat will continue to run until the storage tank is fully heated. With a completely cold tank the first run of the system may take several hours to fully heat the complete tank up to around 59°C, depending on the ambient air conditions and the amount of available energy. Following its first conditioning run the heat pump will heat up to around 63°C to replace the energy used from the system.

If for any reason the Airoheat does not start, the water is cold and the Hotlogic unit is not displaying any LED lights, an electrician should test that power is available to the heat pump.

NOTE: *There are no installer serviceable parts within the heat pump module.*

OPERATIONAL DIAGRAM



COMMISSIONING CHECK LIST

1. The Airoheat produces water condensation so make sure the unit is installed on a flat surface, and ensure you install a condensate drain from the condensate drain port down the side of the water heater.
2. Tempering Valves are a requirement, ensure you commission them correctly; incorrect commissioning leads to lack of hot water delivery.
3. Make sure the all copper pipes are lagged with high temperature closed cell 13mm minimum insulation.
4. Ensure no obstruction on top of the Airoheat; it will block the air outlet.
5. Check that there are no faults when the system is turned on, check the Hotlogic (inside top cover you can access from top of Airoheat) status lights to help you determine if there is a fault.
6. Check the refrigerant sight glass disk located in the top cover of the unit, that the colour is green not yellow, if yellow do not turn on the Airoheat contact Dux Hot Water

3.0 OWNERS INSTRUCTIONS

HOW DOES THE HEAT PUMP MODULE WORK?

A Heat Pump uses complex thermodynamic principles to extract energy from ambient air and transfer this energy to water that is in contact with the unit's immersed heat exchanger. The Heat Pump's operational principles are similar to those used in a normal domestic refrigerator except in reverse. In a refrigerator heat energy is drawn from inside the refrigerator (making things cold), concentrated by the compressor then dissipated to the atmosphere via the condenser coil located on the back of the refrigerator cabinet.

For an Airoheat system outside air is drawn into the unit and across an evaporator coil by a fan. The evaporator coil captures the energy in the air and transfers that to cold liquid refrigerant, contained inside the evaporator, causing the refrigerant to increase in temperature and evaporate into a warm gas.

The warm gas on exiting the evaporator passes into a compressor where compression causes the temperature of the gas to increase further, becoming a superheated (hot) gas.

The superheated gas is pumped, from the compressor, to a water immersed condenser coil where it gives up its heat energy to the water. When the superheated gas gives up energy it condenses back to a liquid, and on exiting the condenser coil, it passes through an expansion control valve (TX valve).

The TX valve acts as an automatically adjusting tap that controls the amount of liquid refrigerant that is allowed to pass, once more, into the evaporator. This is necessary to constantly match the amount of liquid entering the evaporator to the available energy in the air passing through the evaporator so that the entire liquid refrigerant, that enters, evaporates and only exits as a gas.

HOW DO I OPERATE THE SYSTEM?

The operation of your Heat Pump Water Heater is fully automatic so you only need to connect the water and electricity supply and then turn on the electricity.

The Heat Pump module is electrically connected to the storage tank and will start automatically when the water temperature in the storage tank falls below 55°C and continue to run until the water temperature of the complete tank has been increased to 60°C or slightly above. To condition the unit properly allow the heat pump to go through one heat up cycle, before use, in that case allow 24 hours before using the hot water.



HOW LONG WILL THE HEAT PUMP RUN EACH DAY?

The length of time that the Airoheat will run each day will vary dependent upon the amount of hot water being used by the household and the average outdoor ambient temperature.

Generally the Airoheat will run longer in winter and at night when the outside air temperature contains less energy.

As a general guide in ambient conditions of 25 degrees C and inlet water temperatures of 15 degrees C the Airoheat will take 2.5 hours to heat from cold to 59-60 degrees C. When water is drawn down, dependent on the volume drawn, the reheat time under the same conditions is considerably less.

WHY IS THERE CONDENSATION COMING FROM THE AIROHEAT?

Condensation production is normal for all devices that use refrigeration principles. Air conditioners are a good example of systems that produce water condensation.

Condensation occurs when relatively warm moist air passes through the cold evaporator. Moisture contained in the air condenses (deposits) onto the evaporator fins then runs down into the drainage system located under the evaporator. It is this water you see flowing from the condensate drain of the system.

The amount of condensation will vary with the humidity of the location so the amount of condensate that flows from the module will vary.

DOES THE HEAT PUMP NEED SUNLIGHT TO OPERATE?

Unlike solar water heaters heat pump water heaters extract their energy from the surrounding air and not from sunlight. For this reason they can efficiently produce hot water any time day or night and even on cloudy or overcast days. It is not uncommon for your system to operate during the night.

CAUTION: *All water heaters have the ability to produce hot water in a surprisingly short time. To reduce the risk of scald injury, it is mandatory under the requirements of Australian Standards AS3500 that an Australian Standards approved temperature control valve be fitted to the hot water supply pipe work. This valve should be checked at regular intervals to ensure its operation and settings remain correct.*

WHAT SHOULD I DO DURING HOLIDAYS?

If you are going to be away for a week or more, it is advisable to turn off the electricity supply to the system. While there is no damage likely if the electricity is left on you will consume energy through storage tank heat losses which can be avoided.

WARNING: *If the hot water system is not used, for two weeks or more, a quantity of hydrogen gas, which is highly flammable, may accumulate in the water heater. To dissipate this gas safely, it is recommended that a hot tap be turned on for several minutes at a sink, basin or bath but not a dishwasher, clothes washer, or other appliance. During this procedure there must be no smoking, open flame or any other electrical appliance operating nearby. If hydrogen is discharged through the tap, it will probably make an unusual noise similar to air escaping.*

WHAT SHOULD I CHECK BEFORE MAKING A SERVICE CALL?

If after checking the following points the problem has not been identified, please contact the distributor from whom you purchased the system.

NOTE: *It is important to know that there are no user serviceable components in the system, and as such, it is recommended that no covers be removed and no adjustments made to the system settings by anyone other than an authorised representative.*

FAULT FINDING

Pressure & Temperature Relief Valve (PTR)

It is not unusual for the PTR to allow a small quantity of water to escape during the heating cycle. The amount of discharge will depend on hot water usage.

Continuous trickle (PTR)

This is most likely due to a build up of foreign matter. In this case try gently raising the easing lever on the pressure & temperature relief valve for a few seconds then release gently. This may dislodge a small particle of foreign matter and rectify the fault.

Steady flow (PTR)

This may be caused by excessive water supply pressure, a faulty pressure & temperature relief valve or a faulty thermostat. Turn off the electricity supply and contact your Dux agent.

No Hot Water

- Is the Pressure & Temperature relief valve discharging too much water?



- Do you have the correct size water heater for your requirements? Sizing details are available from your Dux supplier.
- Is one outlet (such as the shower) using more hot water than you think?
- Carefully review the family's hot water usage and if necessary check the shower flow rates with a bucket, measuring the amount of water used over that period of time. If it is not possible to adjust water usage patterns, an inexpensive flow control valve can easily be fitted to the shower outlet.
- Consider that during night time heating, the time taken to heat the tank can take longer (less energy in the air) so you may find that the tank has not fully recovered from a period of heavy usage the previous evening.
- Consider that often the hot water usage of showers, washing machines and dishwashers can be under estimated. Review these appliances to determine if your daily usage is greater than the storage volume of your water heater. If for example you have a 315 litre storage tank and you are using 450 litres of water it is possible that there will be certain times of the day where there is insufficient hot water. It is also advisable to inspect tap washers etc. for leakage and replace if necessary.

High Electricity Bills

- Is the Pressure & Temperature relief valve discharging too much water?
- Is one outlet (such as the shower) using more hot water than you think?
- Is there a leaking hot water pipe or dripping hot water tap? A small leak can waste a large quantity of hot water.
- Replace faulty tap washers and have your plumber rectify any leaking pipe work.

Condensation is dripping from inside the Airoheat

Check that the discharge location of the condensate drain has not been blocked thereby restricting the condensation flow away from the heat pump.

The Airoheat does not Run

Check that the power supply is turned on and that the house circuit breakers or Fuses are on and operational.

SYSTEM MAINTENANCE

The Heat Pump water heater is designed to eliminate system maintenance other than that detailed in this owners manual.

Personally inspecting or servicing any part of the system is not recommended. Should you decide to personally inspect the system, it is essential that you observe all normal safety practices.



Most importantly the electricity supply must be turned OFF.

Every 5 years you should contact the local service agent to replace all safety valves and anodes to ensure continued system life and operational safety. In locations where the potable water has a TDS greater than 600 ppm, this service is recommended every 3 years.

SAFETY INFORMATION

For safe performance this water heater is fitted with:

- an over-temperature energy cut-out thermostat.
- a combination pressure & temperature relief valve.

These devices must not be tampered with or removed. The water heater must not be operated unless both of these devices are fitted and in working order.

The element cover should only be removed by an electrician. The electrical power supply switch must be turned off and the fuse removed at the main electrical supply switchboard before the water heater electrical cover is removed.

The pressure & temperature relief valve should be checked for adequate performance or replaced at intervals not exceeding 5 years, or less in areas where local regulations apply. The lever on the relief valve should be pulled to operate the valve at least once every 6 months.

NOTE: *The pressure & temperature relief valve and the drain outlet pipe must not be sealed or blocked. It is normal for the valve to overflow during heating cycles.*

DANGER: *Failure to operate the relief valve easing gear at least once every six (6) months may mask a problem with the water heater.*



SERVICE INFORMATION

SIX MONTHLY SERVICE-BY OWNER

Operate the Pressure & Temperature relief valve for approximately 10 seconds by operating the easing lever on the valve to ensure water is relieved to waste through the relief drain pipe. Check to ensure the valve closes correctly.

FIVE YEAR SERVICE - BY AUTHORISED PERSONNEL ONLY

The five yearly services should be carried out by a licensed tradesperson where it is recommended that this service be carried out by your local Dux agent.

The service should include the following:

- Replace the Pressure & Temperature relief valve.
- Replace the anodes. (in areas of harsh or adverse water conditions it is recommended that you carry out a more frequent check of your anodes condition.
- Flush the water heater. (To drain and flush the water heater)
 - (i) Turn off the power.
 - (ii) Turn off the cold water supply to the water heater at the isolating valve.
 - (iii) Gently operate the easing lever on the Pressure & Temperature relief valve to release the pressure in the water heater.
 - (iv) Disconnect the cold water inlet union to the heater and attach a drain hose.
 - (v) Gently operate the Pressure & Temperature relief valve to let air into the heater and allow water to escape through the hose.
 - (vi) To flush the heater, carry out steps (i) to (iv) above. Disconnect the hot water inlet union and attach a water supply hose to the heater. Turn on the water supply.
 - (vii) Flush the heaters until clear water appears then reconnect all fittings, fill the heater and restore the electricity supply.



WARRANTY

1. You're Airoheat and its components are covered by a 1 year warranty against defective factory parts or workmanship from the date your Airoheat is installed. If the date of installation is unknown, the warranty commences 1 month after the date of manufacture (which can be found on the serial plate on the Airoheat)
2. This warranty is for normal use of the Airoheat and covers the repair and/or replacement of any failed component in the Airoheat. Under this warranty Dux will repair or replace the component or Airoheat free of charge (except for certain transport or travelling time costs which may be payable by the owner under clause 9 below). The decision to repair or replace the component or Airoheat will be entirely at the discretion of Dux.
3. The warranty only applies to defects in the Airoheat which have arisen solely due to faulty materials or workmanship, including correct installation / system selection.

5 Year Tank Replacement Guarantee.

4. If an inner cylinder fails on a Airoheat, within a further 4 years after the end of the 1 year warranty period, Dux will provide a free replacement Airoheat at the nearest approved Dux agent or Dux office to the owners home. Under this replacement guarantee, the transport, installation and labour costs of delivering the replacement Airoheat and removing and replacing the existing Airoheat with the replacement Airoheat unit will be the responsibility of the owner of the existing hot water unit.

SCOPE OF WARRANTY AND GUARANTEE

5. The warranty and replacement guarantee do not apply if the Airoheat is stored, transported and installed in a horizontal position. The Airoheat **MUST** be stored, transported and installed in a vertical position
6. The warranty and replacement guarantee do not apply to any defects or damage not due to faulty factory parts or workmanship, installation / system selection, including but not limited to defects or damage caused by or resulting from:-
 - a. accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions, contamination or corrosion from particles in the water supply, excessive water pressure, over temperature or neglect of any kind to the Airoheat or components.
 - b. alteration or repair of the Airoheat other than by an approved Dux agent or a Technician of a gas or electricity utility approved by Dux.
 - c. attachment of any parts or accessories other than those manufactured or approved by Dux.
 - d. faulty or improper installation of the Airoheat, including installation otherwise than in accordance with the instructions contained in the owner's manual supplied by Dux.
 - e. Where cold water temperature and pressure relief valve, expansion valve, check valve and strainer is not fitted in areas where mains pressure is likely to exceed 1200 kPa.
 - f. Freeze damage systems when installed in freeze prone areas.
7. The warranty only applies to the Airoheat or components in the Airoheat and does not cover any plumbing or associated parts, including but not limited to, pressure limiting valves, stop cocks, non return valves, electrical switches, pumps or fuses, supplied by any person installing the hot water unit
8. Where an Airoheat or a component in the Airoheat is replaced by Dux, the balance of any original warranty or replacement guarantee period will remain effective. The replacement part or Airoheat unit does not carry any additional warranty or replacement guarantee.



9. Where the Airoheat system is located outside the metropolitan area of a capital city and is:-
 - a. more than 25 kilometres from a Dux office; or
 - b. more than 25 kilometres from a Dux agent
the owner will be responsible under the warranty, for paying the costs of transporting the Airoheat or any component in the Airoheat to and from an approved Dux agent or to a Dux office (including the costs of any insurance associated with that transport) or paying the travelling time of an approved Dux agent to and from the owner's house premises.
10. Where the warranty applies but the Airoheat is installed or located in a position that does not comply with the Dux installation instructions or any relevant statutory requirements, the owner of the Airoheat system will be responsible for the costs of:-
 - a. the dismantling or removal of cupboards, doors, walls of special equipment and
 - b. any labour required.
to gain access to and to bring the Airoheat to a position that complies with the installation instructions or relevant statutory requirements.
11. Dux's obligations under this warranty and replacement guarantee are limited to repairing or replacing the Airoheat or components. To the extent permitted by law, Dux will not be liable for any loss or damage to furniture, carpets, walls, foundations or any other consequential loss of any kind caused by a defect in the Airoheat or any component.
12. Any claim under the warranty or replacement guarantee must include full details of the defect and/or damage to the Airoheat or components. All claims must be made within one month of the detection of the defect.
13. In addition to this warranty and replacement guarantee, certain legislation (including the Trade Practices Act 1974 and consumer protection legislation of the States and Territories) gives the owner certain rights, which cannot be excluded, restricted or modified. Nothing in this warranty and replacement guarantee has the effect of excluding, restricting or modifying those rights.
14. In the case of a Airoheat acquired for other than personal domestic or household use, Dux's liability for a breach of a condition or warranty implied by Division 2 of Part V (other than Section 69) of the Trade Practices Act (1974) and any equivalent State or Territory legislation is expressly limited to any one or more of the following, as determined by Dux:-
 - a. the replacement of the Airoheat;
 - b. the repair of the Airoheat;
 - c. the payment of the cost of replacing the Airoheat or of acquiring an equivalent hot water unit;
 - d. payment of the cost of having the Airoheat repaired.



WARRANTY CARD

Enclosed with the heater you will find a warranty card - please fill in the details and return immediately. This will ensure prompt service if required. Product Warranty is only applicable in Australia and New Zealand. (See page 16 for terms of warranty.)

Privacy Act Amendment 2000; If and whenever warranty service is required, your personal details will only be given to an Authorised Dux Service Agent for the express purpose of carrying out the arranged warranty service work agreed by you the client and Dux Manufacturing Limited.

APPLIANCE DETAILS

For future convenience, would you kindly fill in the following details and retain with your original invoice for your own records.

OWNER'S DETAILS:

Surname:.....Given Name(s):.....

Address:.....

Town/Suburb:.....

State/Territory:..... Postcode:.....

Date of Purchase:.....

Purchased From:.....

Model:..... Serial Number:.....

Date of Manufacture:.....

(Details on Data Plate on water heater)

INSTALLER'S DETAILS

Date of Installation:..... Installer's

Name:.....

Address:.....

Installer's

Signature:.....

SERVICE DETAILS

Date of Service:..... Serviced By:.....

Work Carried Out:.....

.....

Signature of Service Agent:.....