



Manufactures Warranty

The design and manufacture of our Heat pump products conform to the highest standards and in the unlikely event of a fault, the owner should advise the original installer in the first instance.

Our heat pump product warranty period shall be effective for 12 months from the date of delivery and all products are guaranteed against manufacturing faults in workmanship and material. The faulty component will be replaced free of charge subject to the correct procedures being complied with. The heat pump can be returned to our facility for testing and repair during the warranty period or the required parts can be dispatched directly.



This warranty can be continued for a further 12 months if the heat pump has been installed and commissioned by a Cool Energy Approved Installer providing a documented service is also completed and evidenced to us before the initial 12-month period has elapsed.

The compressor in the unit is covered for a total of 5 years from the date of commissioning providing all terms and conditions in this document have been adhered to.

The warranty policies are subject to the following conditions. That the Heat pump is installed in accordance to the installation manual and the manufacturer's recommendations.

In placing a claim, email; sales@coolenergyshop.com with the following information:

1. Photo of the unit
2. Photo of the Name Plate
3. Photo of the bar code which can be found in several places. Inside the electrical panel, on the compressor body, and on the outside cabinet). Please ensure the image is legible.
4. Installation Address
5. Model Number
6. Installation Date
7. Failure Date
8. Parts Required
9. Full details of failure

In return you will be given a unique warranty claim number which is to be used in all related correspondences.

If any of the information is not available at the time of the claim, then parts can be ordered subject to being purchased via an official order and a credit can be arranged retrospectively, when all the information is available.

All warranty claims must be made within 30 days of failure. Any claim submitted after this period WILL NOT be considered for approval.

Following a warranty claim the parts should be held by the customer for a period of 30 days, during which time if required, our company can request the return of the parts at its cost for inspection.

If a claim is found to be out of the warranty period, the parts will be invoiced to the customer at the standard spare parts rate.

An official purchase order will be required to purchase the part/s pending a decision on the validity of the claim after which a credit will be issued.

Customers who return products to our facility which are found to have faults out of warranty will receive a repair quotation.

Normal wear and tear and artificial damage due to improper installation is excluded.

Any claim not submitted in accordance with our company procedures WILL NOT be considered for credit.

Cool Energy Holding is will not be held responsible for any consequential losses whatsoever.

*Warranty is subject to the return of the warranty registration card and the commissioning sheets within 30 days of delivery, or an agreed commissioning date as acknowledged in writing by Cool Energy.

*Cool Energy reserves the right to amend the warranty policy procedure without notice.