INVERTER POOL & SPA HEAT PUMP



USER MANUAL

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A. Introduction

Congratulations on the purchase of your AquaSolis Heat Pump.

The AquaSolis Heat Pump has been specifically designed for Pool & Spa applications ensuring optimum performanceand many years of trouble-free operation.

Please read and understand this user manual before attempting to install your AquaSolis Heat Pump.

Please record the information below during installation as this will be required for any service/warranty related work that may be required.

Model Number_____

Serial Number_____

Date of Purchase_____

Place of Purchase_____

Invoice Number_____

Phone: 1300 250 553

Email: info@aquasolis.com.au

Website: www.aquasolis.com.au

B. Safety Precautions

We have provided important safety information in this manual for the installation and maintenance of your heat pump.

Please thoroughly read and obey all safety information in this manual.

Environmentally friendly R32 Refrigerant is used for this heat pump

1. Warnings



The WARNING sign denotes a hazard. It calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury or injury to a third party. These signs are rare, but are extremely important.

	a. Keep the heat pump away from fire source.
	b. It must be placed in well-ventilated area; indoor or closed area is not allowed.
	c. Repair and disposal must be carried out by trained service personnel
	d. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.

2. Attention

a. Please read the following instructions before installation, use and maintenance.

b. Installation must be done by professional staff only in accordance with this manual.

c. Leakage test must be performed after installation.

d. Except for the methods recommended by the manufacturer, do not use any methods to accelerate the defrosting process or clean the frosted parts.

e. If a repair is required, please contact the nearest after-sales service center. The repair process must be strictly in accordance with manual. All repair practice by non-professionals is prohibited.

f. Set proper temperature in order to get comfortable water temperature to avoid overheating or overcooling.

g. Please don't stack substances, which will block air flow near inlet or outlet area, otherwise the efficiency of the heat pump will be reduced or even stopped.

h. Don't use or stock combustible gas or liquid such as thinners, paint and fuel to avoid fire.

i. In order to optimize the heating effect, please install heat preservation insulation on pipes between swimming pool and the heat pump, and please use a recommended cover on the swimming pool.

j. Connecting pipes of the swimming pool and the heat pump should be ≤10m.

k. This unit can only be installed outdoors.

l. This unit can only be connected to a power source with a single complete cord.

m. This unit contains fluorinated greenhouse gas.

3. Safety

a. Please keep the main power supply switch far away from children.

b. When a power cut happens during operating, and later the power is restored, the heat pump will start up.

c. Please switch off the main power supply in lightning and storm weather to prevent machine damage that can be caused by lightning.

d. Installation and any repairs should be conducted in an area with good ventilation. Any ignition source is prohibited during the operation.

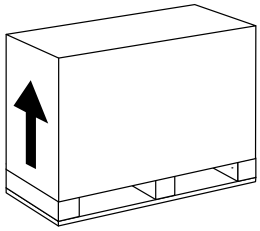
e. Safety inspection must be carried out before the maintenance or repair for heat pumps with R32 gas to minimize risk.

f. If R32 gas leaks during the installation process, all operations must be stopped immediately and contact your local service center.

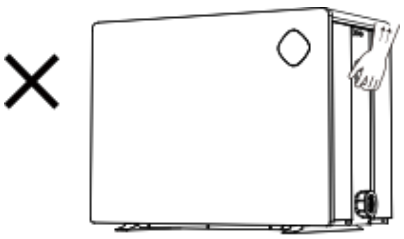
C. About your heat pump

1. Transportation

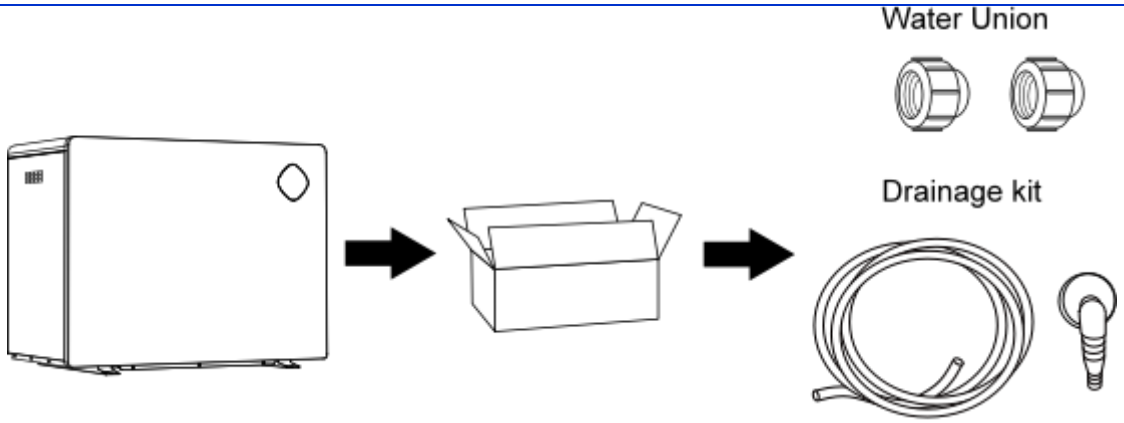
a. Always keep upright



b. Do not attempt to lift unit by the water unions
(Otherwise, the titanium heat exchanger may be damaged)



2. Accessories



3. Features

a. Turbo fan
b. DC Twin-rotary inverter compressor
c. DC Brushless fan motor
d. EEV Technology
e. Reverse cycle defrosting with 4-way valve
f. High-efficiency twisted titanium heat exchanger
g. Sensitive and accurate temp control and water temp display
h. High pressure and low-pressure protection
i. Full protection on electrical system

4. Operating range

a. Air temperature operating range -15°C～43°C,
b. Heating temperature setting range 18°C～40°C
c. Cooling temperature setting range 12°C～30°C
d. Ambient air temperature for best performance is between 15°C ~ 25°C.

5. Modes of operation

a. The heat pump has three modes: Turbo, Perfect and Silence.
b. Each mode provides different benefits.

Mode	Modes	Capacity
	Turbo mode	Heating capacity: 120%~ 20% capacity Fast heating
	Perfect mode	Heating capacity: 100% ~ 20% capacity Automatic adjustment according to ambient and water temperature, intelligent optimization. High efficiency and energy saving
	Silence mode	Heating capacity:60% ~ 20% capacity Operating at night.

6. Technical parameters

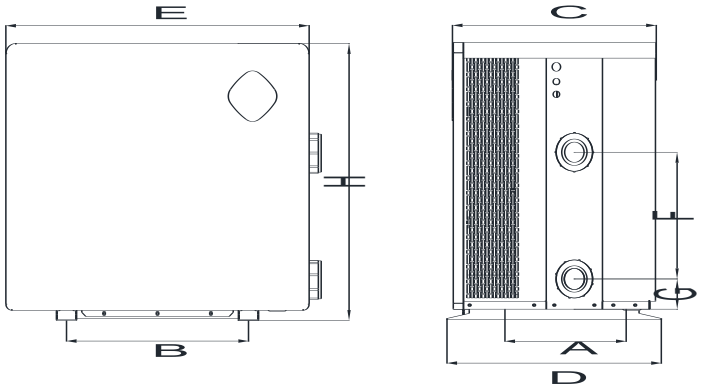
Model		ASSD14	ASSD17	ASSD22	ASSD27	ASSD32	ASSD41s
Advised pool volume (m^3)		30~55	35~65	45~80	50~95	60~120	85~160
PERFORMANCE CONDITION: Air 27°C/ Water 27°C/ Humid. 80%							
Turbo Mode	Heating capacity (kW)	14	17	22.5	26.5	31.5	40.5
Perfect Mode	Heating capacity (kW)	10.9	13.4	18	20.6	26.8	34.5
	COP	15.0~7.3	15.0~7.1	15.5~7.4	15.2~7.3	15.8~7.2	16.0~7.0
	Average COP	11	11.1	11.8	11.5	11.6	11.5
PERFORMANCE CONDITION: Air 15°C/ Water 26°C/ Humid. 70%							
Turbo Mode	Heating capacity (kW)	9.3	11.5	15	18	22.1	29
Perfect Mode	Heating capacity (kW)	7.6	9.2	12.6	14.4	18	23.9
	COP	7.6~5.1	7.8~5.0	8.2~5.1	7.9~5.2	8.0~5.0	8.3~5.1
	Average COP	6.5	6.5	7.0	6.8	7.0	7.0
PERFORMANCE CONDITION: Air 35°C/ Water 28°C/ Humid. 80%							
Cooling capacity (kW)		5.6	6.5	8.1	10.2	12.3	15.0
Operating air temp (°C)		-15°C~43°C					
Power supply		230V~/1Ph/50Hz				230V~/1Ph/50Hz	
Rated input power (kW)		0.29~2.16	0.36~2.67	0.45~3.33	0.54~4.00	0.60~4.62	0.78~5.80
Input power at 50% speed (kW)		0.66	0.81	1	1.23	1.49	2.04
Rated input current (A)		1.26~9.39	1.57~11.6.3	1.96~14.48	2.35~17.39	2.60~20.13	1.13~8.41
Sound level at 1m dB(A)		36.5~45.9	39.9~46.7	39.5~49.8	39.8~50.2	40.5~50.9	40.6~51.3
Sound level 50% at 1m dB(A)		40.3	42.2	43	43.1	45.1	45.7
Sound level at 10 m dB(A)		16.5~25.9	19.3~26.7	19.5~29.8	19.8~30.2	20.5~30.9	20.6~31.3
Advised water flow L/min		50~67	67~100	100~150	134~167	167~200	200~300
Water connection (mm)		40					
R32 gas weight (g)		900	1000	1500	2000	2300	3000

Remarks:

This heat pump can perform normally within air temp -15°C～+43°C, efficiency will not be guaranteed out of this range. Please take into consideration that the pool heat pump performance and parameters are different under various conditions.

Related parameters are subject to adjustment periodically for technical improvement without further notice. For details, please refer to nameplate.

Dimensions



Size(mm) Name / Model	A	B	C	D	E	F	G	H
ASSD14	510	450	504	530	750	280	75	656
ASSD17	510	540	504	530	840	350	75	656
ASSD22	510	680	504	530	980	460	75	756
ASSD27	520	760	514	540	1135	460	75	756
ASSD32	520	760	528	540	1153	640	75	957
ASSD41	520	760	530	540	1285	650	75	957

※ Above data is subject to modification without notice.

Note: Above swimming pool heat pump specification drawing is for installation reference only to technical staff.

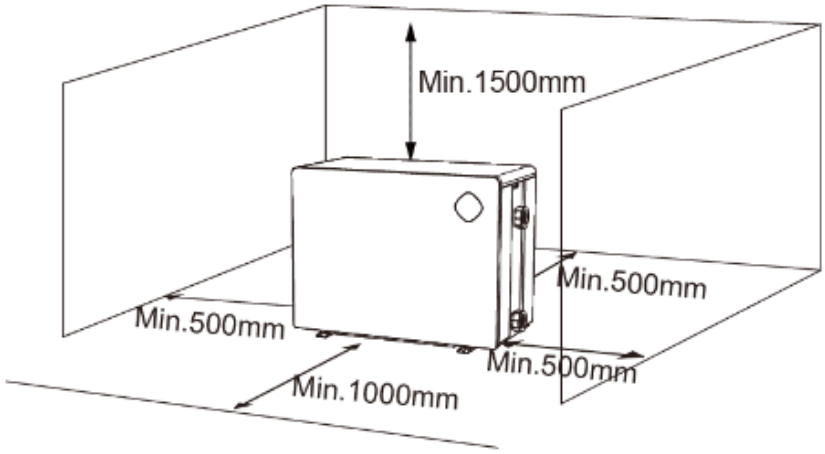
D. Installation guidance

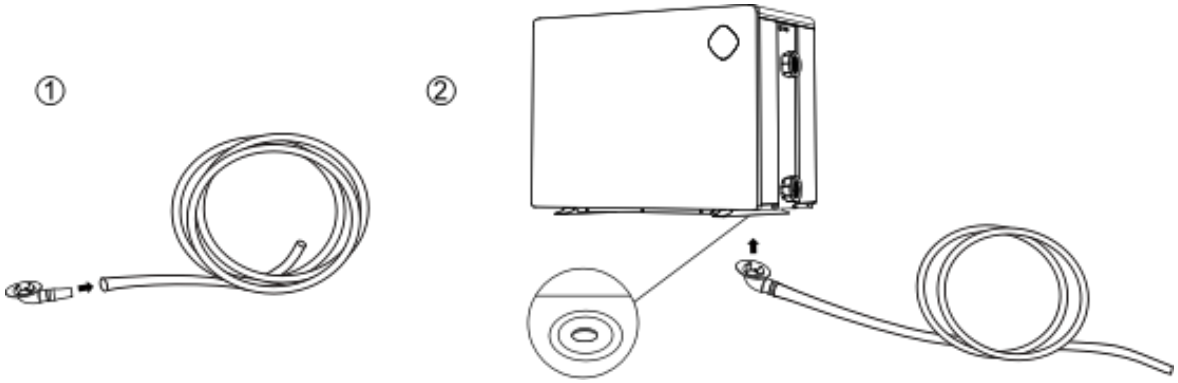
1. Installation reminder

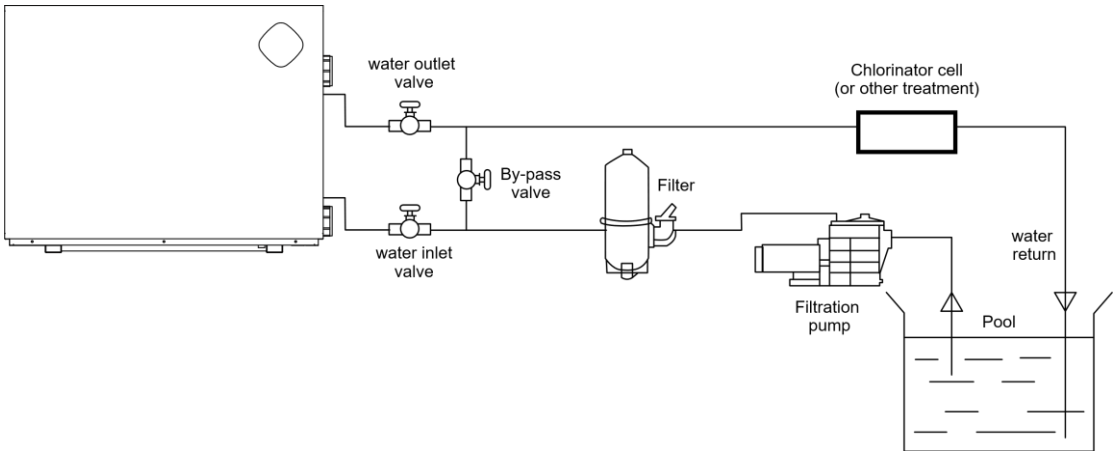
Only competent people are authorized to install the AquaSolis heat pump and should be educated with the relevant building codes and standards of their state or local governing body. All electrical connections must be performed by a licensed electrician.

a. Installation distance, drainpipe installation and water pipe connection

The inverter pool heat pump should be installed in a well-ventilated place. The distance should be greater than the following;



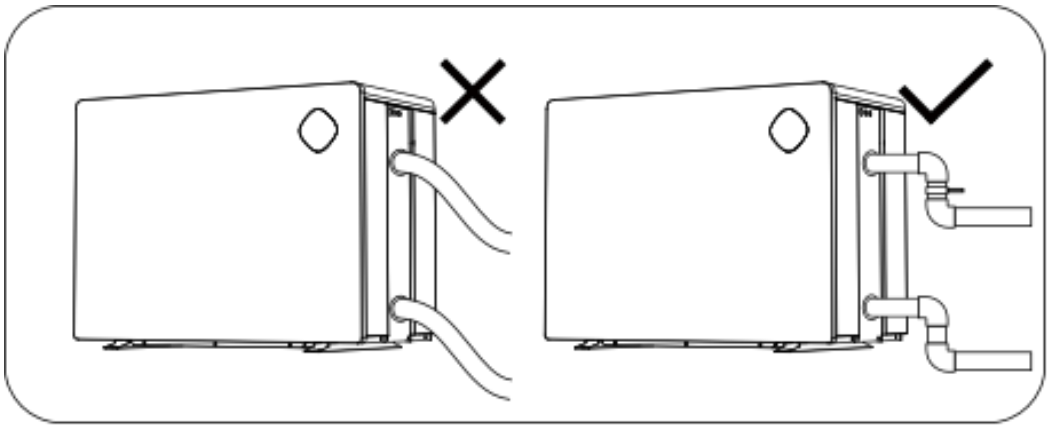




1) The frame must be fixed by bolts (M10) to concrete foundation or brackets. The concrete foundation must be solid and fastened; the bracket must be load-rated and anti-rust treated;
2) Please don't stack substances that will block air flow near inlet or outlet area, and that there is no barrier within 50cm behind the heat pump, or it will affect the efficiency of the heat pump and even stop the heat pump;
3) The heat pump needs an appended pump (Supplied by the user). The recommended pump must meet the required flow rates as per the Technical Parameters, Max lift ≥10m;
4) When the heat pump is running, there will be condensation water discharged from the bottom, please pay attention to it. Please ensure the drainage nozzle (accessory) is inserted into the drainage hole and clipped in. Connect a pipe to the nozzle to drain the condensation water out.

b. Water pipe connection

The inlet and outlet water unions can't stand the weight of soft pipes. The heat pump must be connected by hard pipes!

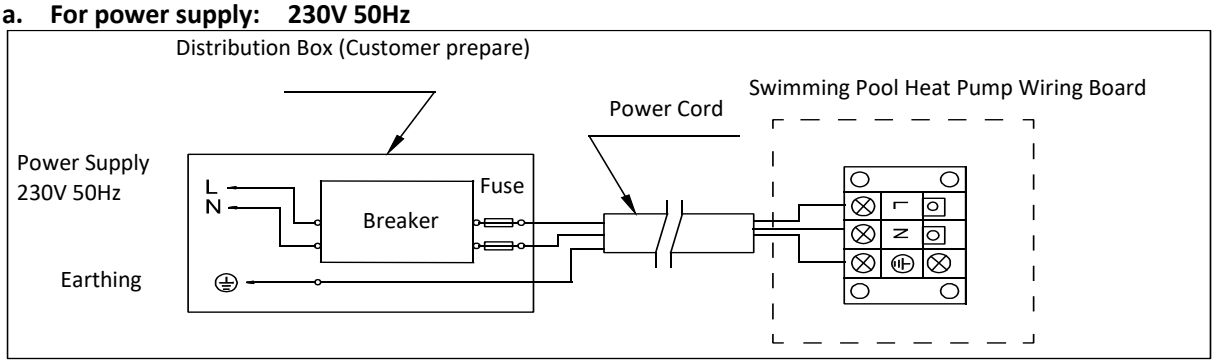


2. Warning

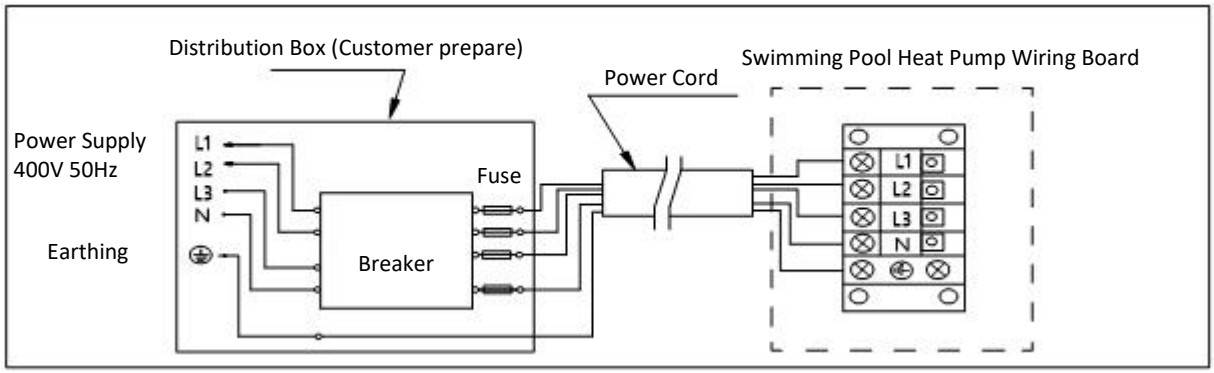
a. Connect to appropriate power supply, the voltage should comply with the rated voltage of the products.
b. Earth the machine well.
c. Wiring must be handled by a professional technician according to the circuit diagram.
d. Set leakage protector according to the local code for wiring (leakage operating current ≤ 30mA).
e. The layout of power cable and signal cable should be orderly and not affecting each other; the cross-sectional area of the cables can be appropriately enlarged according to the environmental conditions (such as ambient temperature, direct sunlight, rainfall, network voltage, cable length)
f. Please make sure an earth leakage circuit breaker is installed in the circuit.
g. Before use, please make sure the plug is well protected from water.

3. Electric wiring diagram

a. For power supply: 230V 50Hz



b. For power supply: 400V 50Hz



Note:

1) Must be hard wired, plug is not allowed.
2) The swimming pool heat pump must be earthed.

4. References for protecting devices and cable specification

MODEL		ASSD14	ASSD17	ASSD22	ASSD27	ASSD32	ASSD41
Breaker	Rated Current (A)	13	16	18	20	25	16
	Rated Residual Action Current （mA）	30	30	30	30	30	30
Fuse (A)		13	16	18	20	25	16
Power Cord (mm^2)		3x2.5	3x2.5	3x4	3x4	3x4	5x2.5
Maximum Current (A)		11	13	16	18	21	13

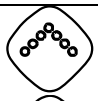
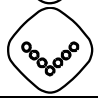
※ Above data is subject to modification without notice.

Note: Above data is adapted to power cord < 10m. If power cord is 10m ~ 40m, the wire diameter must be increased.

E. Operation guidance

1. Key Function



Symbol	Heating & cooling modes
	1. Power On/Off 2. Wi-Fi setting
	1. Lock/Unlock Screen 2. Heating mode (18-40°C) 3. Cooling mode (12-30°C) 4. Auto mode (12-40°C)
	1. Turbo  2. Perfect  3. Silence 
 	1. Temperature Setting

Attention:

i. The controller has power-down memory function.
ii. The buttons will turn dark when it's locked.

2. Screen Display

a. Plugged without turning on



b. Power on



	Heating mode
	Cooling mode
	Auto mode
80 %	Running speed percentage
	Wi-Fi connection
	Inlet
	Outlet

3. Operation Instruction

a. Screen Lock

1) There is automatic screen lock function. No operation for more than 30 seconds, screen will automatically lock, and screen will dim while the lock button will light on, and other button light will be off.
2) Press “ ” for 3 seconds to unlock the screen; screen and buttons will light on.
3) Press “ ” for 3 seconds to lock the screen; screen will be dark; lock button lights on and other buttons will light off.
4) Only “ ” works under off-screen; other buttons work after screen on.
5) Lock Period: only “ ” lights on. If with Wi-Fi, “ ” and “ ” light on.

b. Power On

Press “ ” for 3 seconds to unlock screen. Press “ ” to power on machine.

c. Temperature Setting

Press “ ” and “ ” to display and set temperature under screen on.

d. Mode Selection

1) Heating/Cooling/Auto

Press “ ” to switch among heating “ ”, cooling “ ” and auto mode “ ”.

1) Heating mode “ ”: Water temperature setting range(18-40°C)

2) Cooling mode “ ”: Water temperature setting range(12~30°C)

3) Auto mode “ ”: Water temperature setting range(12~40°C)

* When water inlet temperature is higher than setting point, automatic cooling mode starts.
* When water inlet temperature is lower than setting point, automatic heating mode starts.

e. Turbo/Perfect/ Silence mode

Heating mode: Press “ ” to switch among Turbo mode , Perfect mode and Silence mode .

Cooling and Auto mode: only support Turbo mode , Perfect mode .

f. Operating frequency

Compressor icon lights on during operation. Operation frequency speed will be showed on screen as below:



Frequency percentage

g. Wi-Fi

1) Wi-Fi connection

When the screen is on, press “  ”for 3 seconds, after “  ” flashing, enter Wi-Fi connection. Connect Wi-Fi on mobile phone and input password, and then control equipment by Wi-Fi. When APP connects Wi-Fi successfully， “  ” lights on.

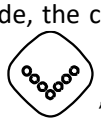
2) WIFI reset (WIFI password change or the network configuration change)

Press "  " for 10 seconds, after "  " slowly flashing for 60s, and lights off. Clear configuration records and repeat step 1).

3) "  " will always on after connection.

h. Defrosting

1) Automatic defrosting: When machine is auto defrosting,  will flash, and return to previous working mode when it finishes.

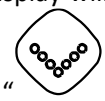
2) Manual Defrosting: To enter forced defrosting mode, the compressor must be working more than 10 minutes. in heating mode, press “  ” and “  ” on touch controller simultaneously for 5 seconds to start forced defrosting.

(Remarks: the interval between each manual defrosting should be more than 35 minutes.)

Operation and exit condition of Automatic and Manual defrosting is same.

i. Advanced applications (Professional operation)

1) Running Status Checking

Press “  ” for 5 seconds to enter running status checking. During this time, the display will show the status symbol “C0” and its corresponding value. Change status through “  ” and “  ” to check corresponding value. Press “  ” to quit “Running Status Checking”.

Running status checking table:

Symbol	Content	Unit
C0	Inlet water temp	℃
C1	Outlet water temp	℃
C2	Ambient temp	℃
C3	Exhaust gas temp	℃
C4	Evaporator coil pipe temp	℃
C5	Return gas temp	℃
C6	Cooling coil pipe temp	℃
C9	Cooling plate temp	℃
C10	EEV opening angle	P
C11	DC motor fan speed	r/min

j. Temperature display conversion (Celsius/Fahrenheit)

When the screen is on， Press “  ” and “  ” simultaneously for 5 seconds to switch the display between degrees Celsius and degrees Fahrenheit.

Attention: The controller has power-down memory function.

F. Testing

1. Inspect heat pump before use

a. The ventilating device and outlets are operating adequately and are not obstructed.

b. It’s prohibited to install refrigeration pipe or components in corrosive environment.

c. Inspect the electric wiring on basis of the electric wiring diagram and earthing connection.

d. Double confirm the main machine power switch should be off.

e. Check temperature setting.

f. Inspect the air inlet and outlet.

2. Leakage detection notice and method



a. Leakage checking is prohibited in closed area.

b. The ignition source is prohibited during the leakage inspection. A halide torch (or any other detector using a naked flame) shall not be used.

c. Leakage detection fluids can be applied with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe.

d. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.

e. Please stop using while gas leakage occurs, and contact professional personnel in service center.

3. Trial

a. The user must “Start the Pump before the Machine, and Turn off the Machine before the Pump”, or the machine will be damaged.

b. Before start the heat pump, please check for any leakage of water and set the appropriate temperature, then switch on the power.

c. In order to protect the swimming pool heat pump, the machine is equipped with a time lag starting function, the fan will run 1 minute earlier than the compressor when starting the machine, and it will stop running 1 minute later than the compressor when power off the machine.

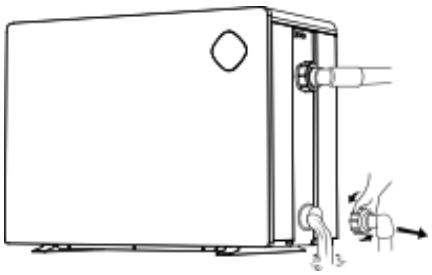
d. After the swimming pool heat pump start up, please kindly checking for any abnormal noise from the machine.

G. Maintenance



"CUT OFF" power supply of the heat pump before cleaning, examination and repairing

1. In winter season when you don't swim:
   a. Cut off power supply to prevent any machine damage.
   b. Drain water clear of the machine, when using the machine at ambient temperatures below 2°C, please keeping the water flowing.
   c. Before covering the machine with winter cover, please make sure all water on the surface of the heat pump has been wiped and clean.
   d. Cover the machine body when not in use.





!!Important:
Unscrew the water nozzle of inlet pipe to let the water flow out.
When the water in machine freezes in winter season, the titanium heat exchanger may be damaged.

2. Please clean this machine with household detergents or clean water, NEVER use gasoline, thinners, or any similar fuel.
3. Check bolts, cables, and connections regularly.
4. If repair or scrap is required, please contact authorized service center nearby.
5. Do not attempt to work on the equipment by yourself. Improper operation may cause danger.
6. In case of risking, safety inspection must be carried before the maintenance or repairing for heat pumps with R32 gas.

H. Trouble shooting for common faults

1. Repairing Guidance



WARNING:

a. If repair or scrap is required, please contact authorized service center nearby.

b. Requirements for Service Personnel

c. Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification.

d. Do not attempt to work on the equipment by yourself. Improper operation may cause danger.

e. Strictly comply with the manufacturer's requirements when charging R32 gas and equipment maintenance. This chapter focuses on special maintenance requirements for swimming pool heat pump with R32 gas. Please refer to the technical service manual for detailed maintenance operation.

f. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.

2. Failure solution and code

Failure	Reason	Solution
When powered on, the controller displays a code	Startup code	This is normal. Please wait until it disappears.
Unresponsive controller	Some models have screen lock function.	Refer to the manual to unlock the screen
Heat pump doesn't run	Improper operation	Refer to the manual
	No power	Wait until the power recovers
	Unit is powered off	Switch on the power
	Burned fuse	Check and change the fuse
	The breaker is off	Check and turn on the breaker
	Voltage anomaly	Inspection by professional
Unit suddenly starts or stops running	The unit may be in defrost. At this point the fan stops spinning and the heat indicator on the controller will flash	Not failure, the unit will switch back after defrosting
	Some models have a timed power on/off function.	Refer to the manual to disable this function
	Once the set temperature is reached, the heat pump will go into standby	This is normal
Air is blowing out, but unit is not heating well	Evaporator blocked	Clear the blockage
	Air inlet and/or outlet blocked	Clear the blockage
	3 minutes start delay protection for compressor	Wait patiently
Display normal, but no heating	Set temperature too low	Set to proper temperature
	3 minutes start delay protection for compressor	Wait patiently
Unit is releasing white smoke	The unit is defrosting	This is normal. Please wait until unit finished defrosting.
Unit is leaking water	In heating mode, condensation will be generated on the evaporator and released through the bottom of the unit	This is normal
If above solutions don't work, please contact your installer with detailed information and your model number. Don't try to repair it yourself.		

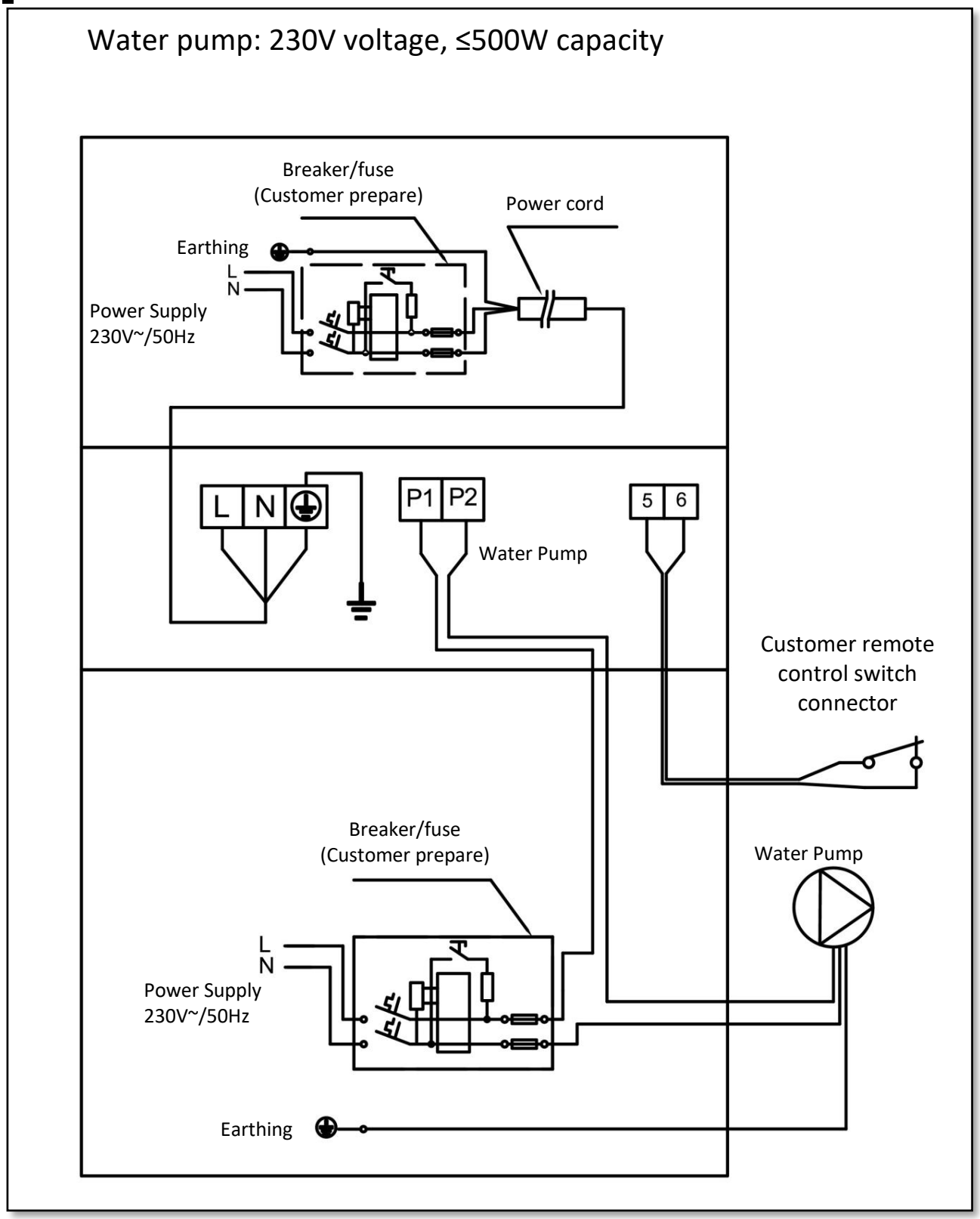
Note: If the following conditions happen, please stop the machine immediately, and cut off the power supply immediately. Then contact your dealer:

1. Unit has stopped running because of external factors
2. The fuse is frequently broken or leakage circuit breaker jumped.

Protection & Failure code

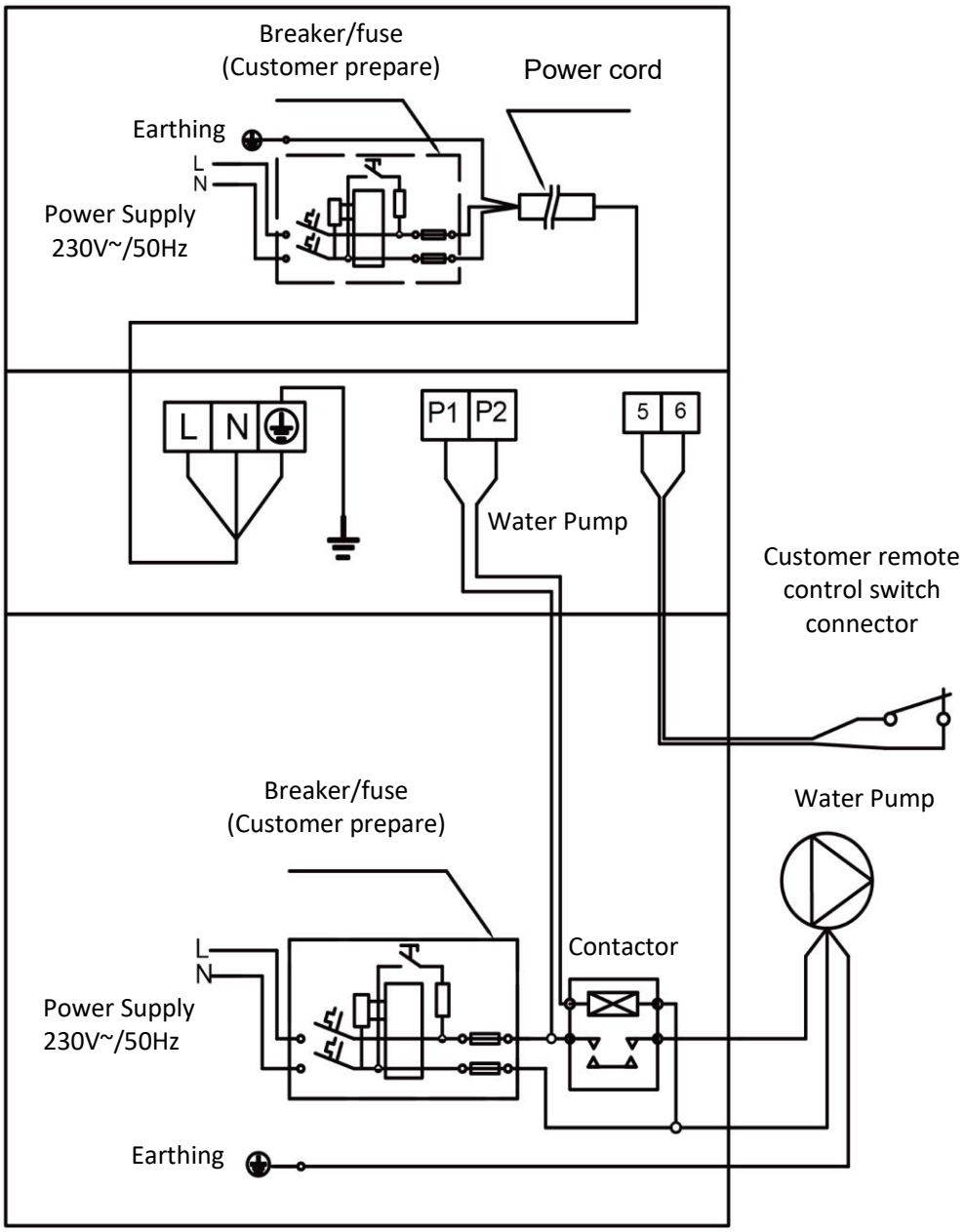
NO.	Display	Protection code description
1	E3	No water protection
2	E5	Power supply excesses operation range (not failure)
3	E6	Excessive temp difference between inlet and outlet water (Insufficient water flow protection)
4	Eb	Ambient temperature too high or too low protection (not failure)
5	Ed	Anti-freezing reminder (not failure)
NO.	**Display**	**Failure code description**
1	E1	High pressure protection
2	E2	Low pressure protection
3	E4	3 phase sequence protection (three phase only)
4	E7	Water outlet temp too high or too low protection
5	E8	High exhaust temp protection
6	EA	Heat exchanger overheat protection/Evaporator overheat protection (only at cooling mode)
7	P0	Controller communication failure
8	P1	Water inlet temp sensor failure
9	P2	Water outlet temp sensor failure
10	P3	Gas exhaust temp sensor failure
11	P4	Evaporator coil pipe temp sensor failure
12	P5	Gas return temp sensor failure
13	P6	Cooling coil pipe temp sensor failure
14	P7	Ambient temp sensor failure
15	P8	Cooling plate temp. sensor failure
16	P9	Current sensor failure
17	PA	Restart memory failure
18	F1	Compressor driver module failure
19	F2	PFC module failure
20	F3	Compressor start failure
21	F4	Compressor running failure
22	F5	Inverter board over current protection
23	F6	Inverter board overheat protection
24	F7	Current protection
25	F8	Cooling plate overheat protection
26	F9	Fan motor failure
27	Fb	Power filter plate No-power protection
28	FA	PFC module over current protection

I. Water pump control connection



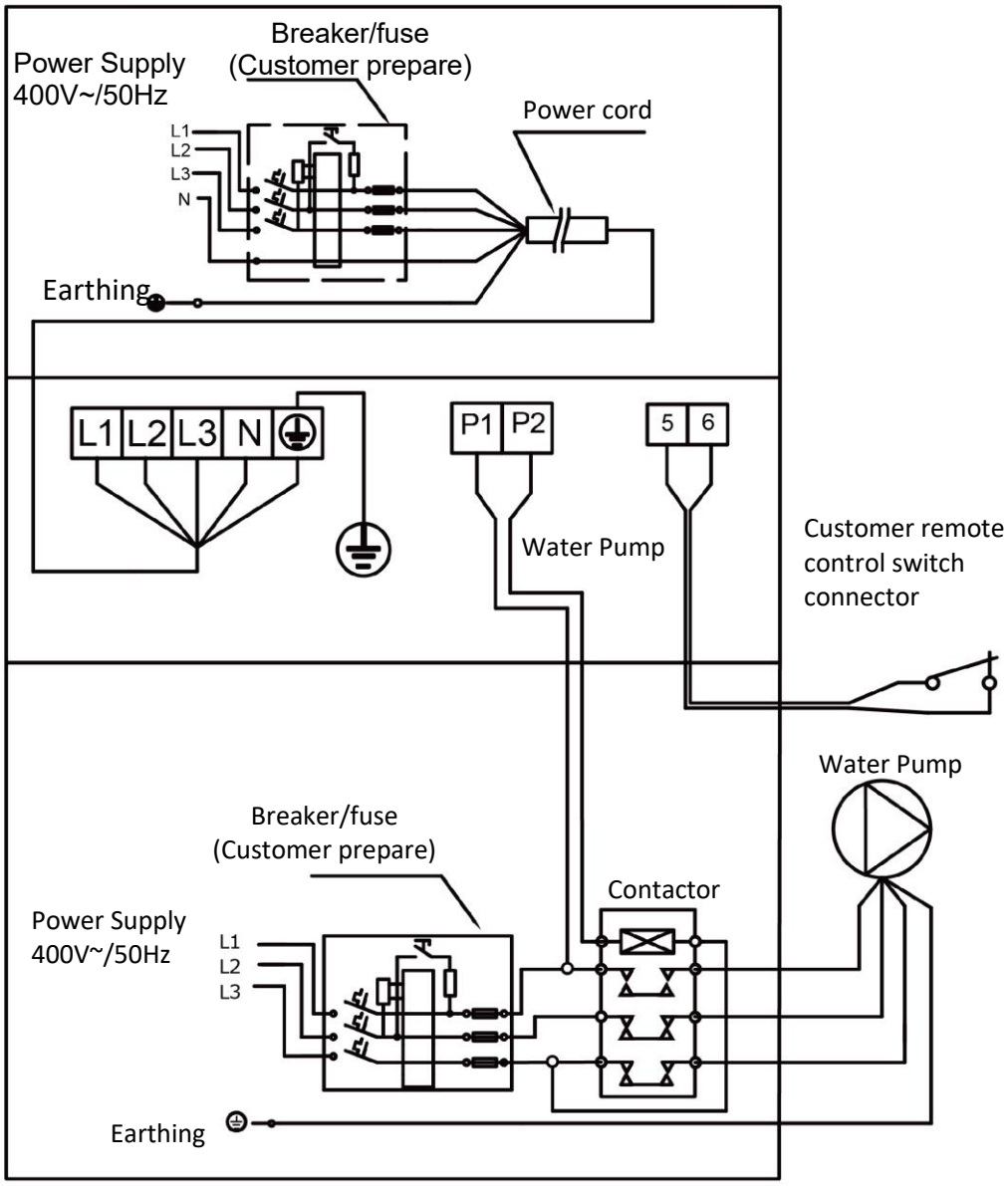
Water pump: 230V voltage, ＞500W capacity

Please install contactor



Water pump: 400V voltage

Please install contactor



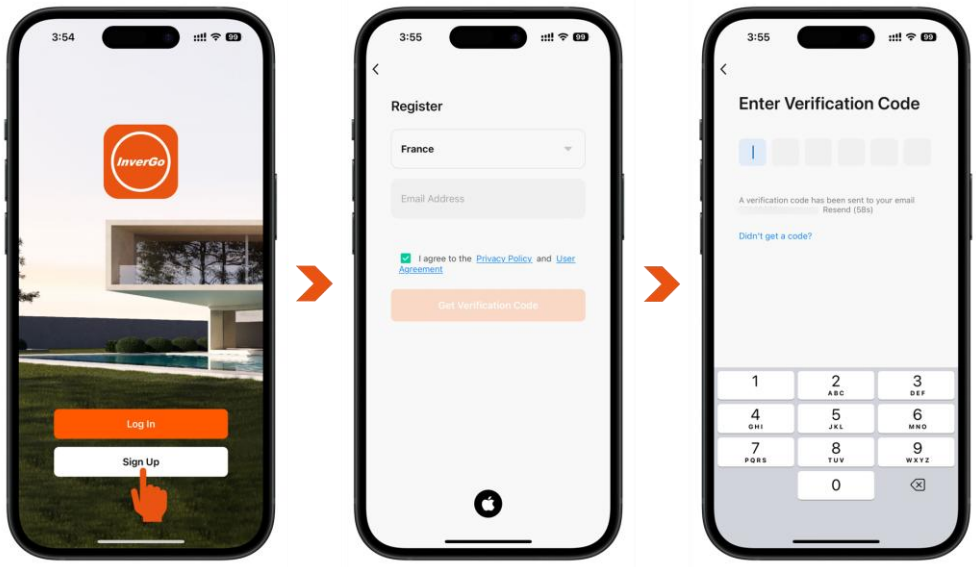
J. Wi-Fi operation

1. Download InverGo APP

Android

iOS

2. Account Registration



3. APP Paring

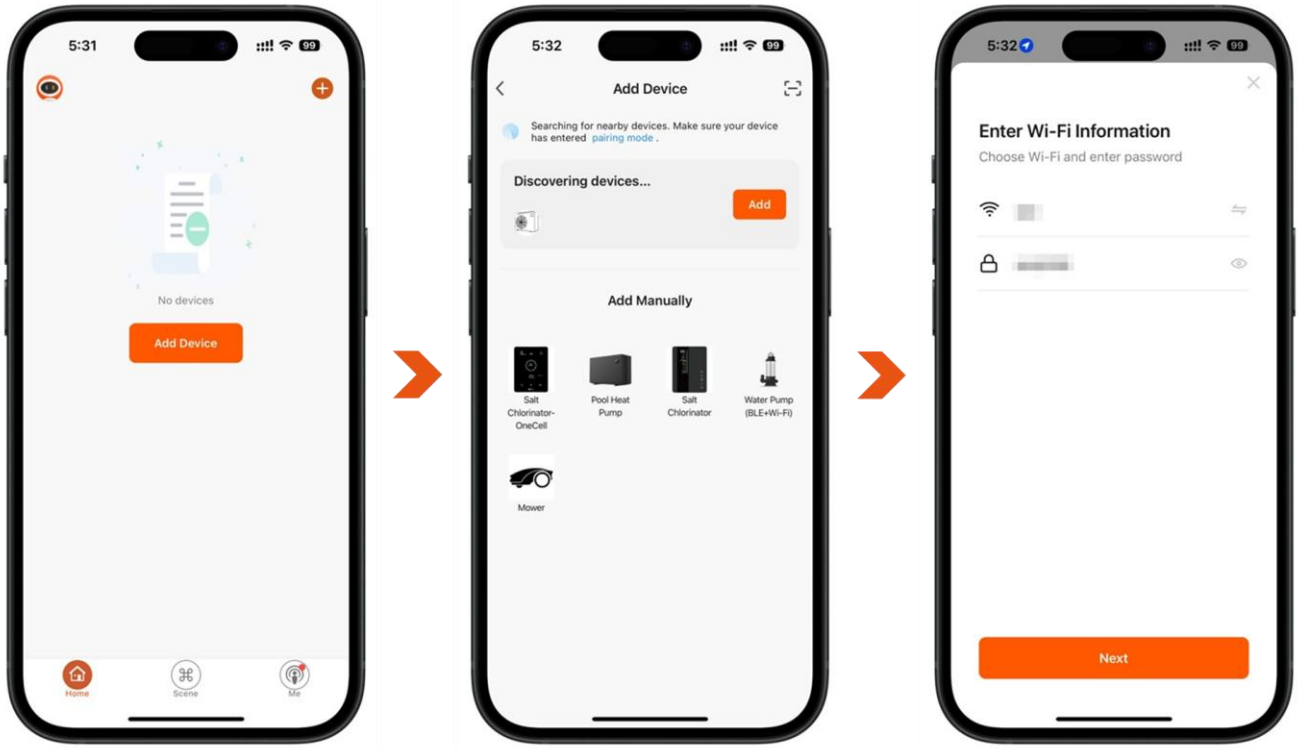
a. With Bluetooth

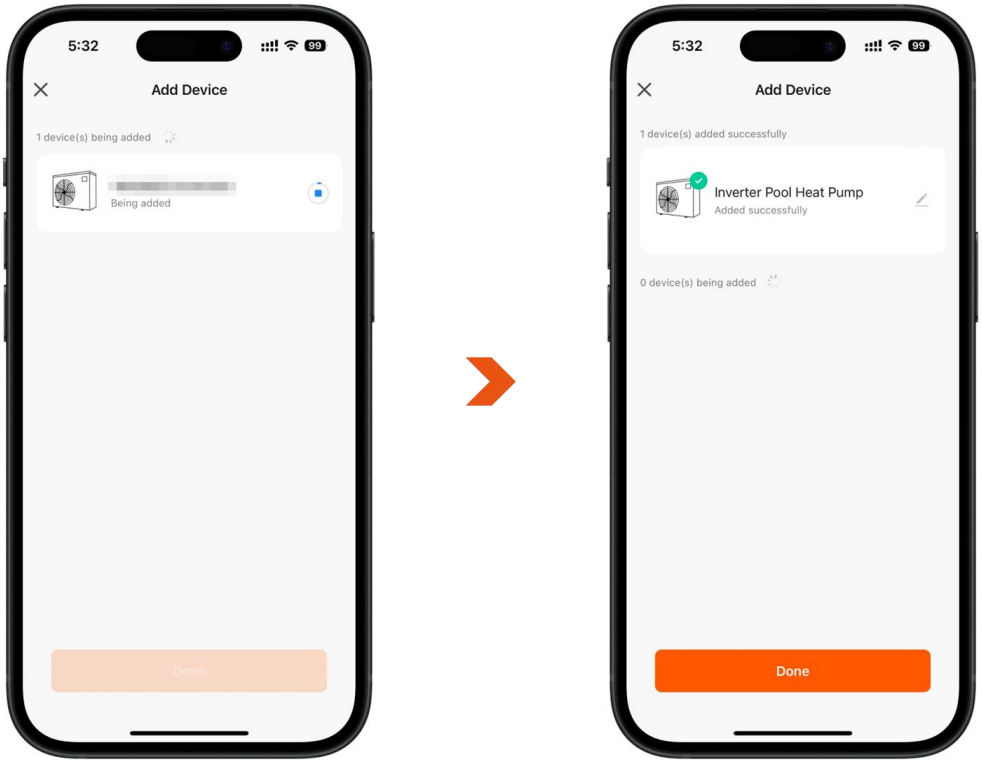
1) Please confirm that your phone is connected to Wi-Fi (2.4 GHz) and your Bluetooth is on.

2) On the controller of the heat pump, Press "" for 3 seconds to unlock the screen. Press "" for 3 seconds and release. After hearing "Beep", "" on controller will flash.



3) Click "Add Device", and then follow the instructions to pair device. During connection, "" on controller will keep flashing. Once the app connects to Wi-Fi successfully, "" will keep displaying.


5:31
No devices
Add Device
Home
Scene
Me
5:32
Add Device
Searching for nearby devices. Make sure your device has entered pairing mode .
Discovering devices...
Add
Add Manually
Salt Chlorinator-OneCell
Pool Heat Pump
Salt Chlorinator
Water Pump (BLE+Wi-Fi)
Mower
5:32
Enter Wi-Fi Information
Choose Wi-Fi and enter password
Next


5:32
Add Device
1 device(s) being added
Being added
Done
5:32
Add Device
1 device(s) added successfully
Inverter Pool Heat Pump
Added successfully
0 device(s) being added
Done

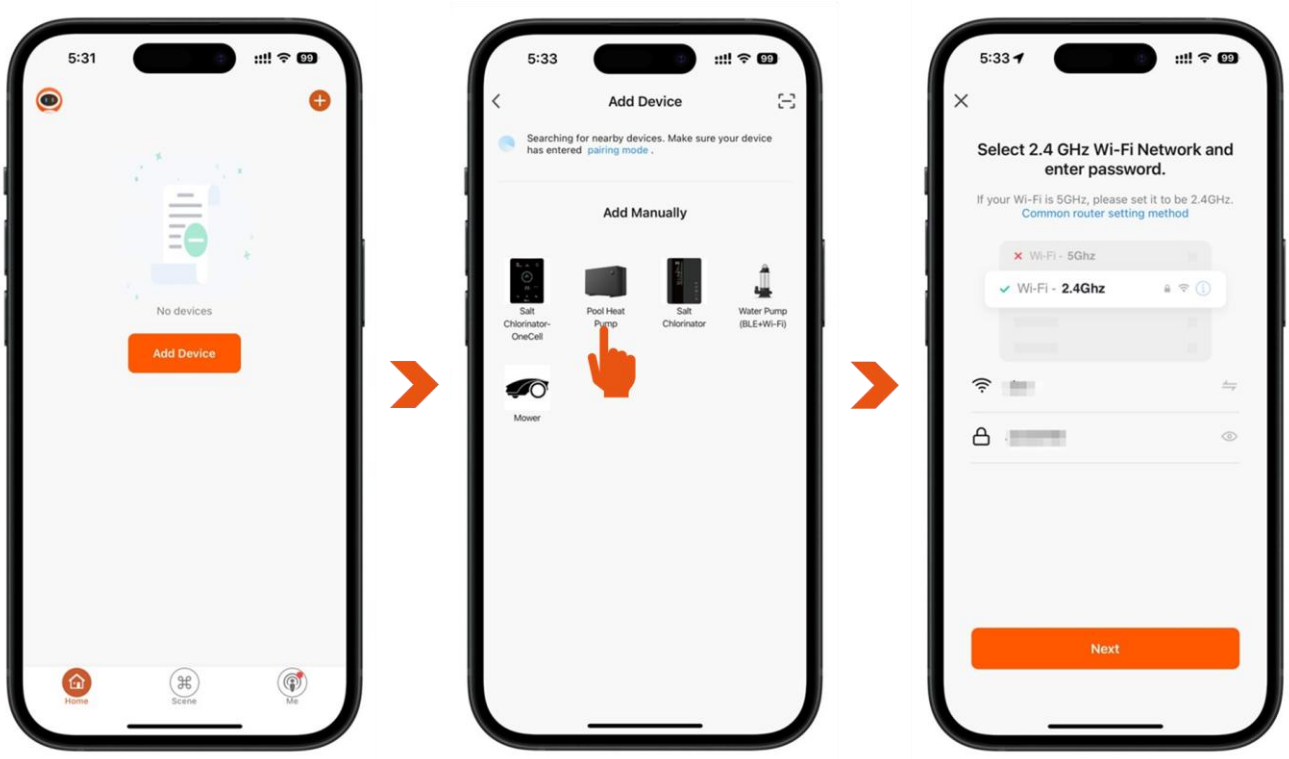
b. With Wi-Fi (AP Mode)

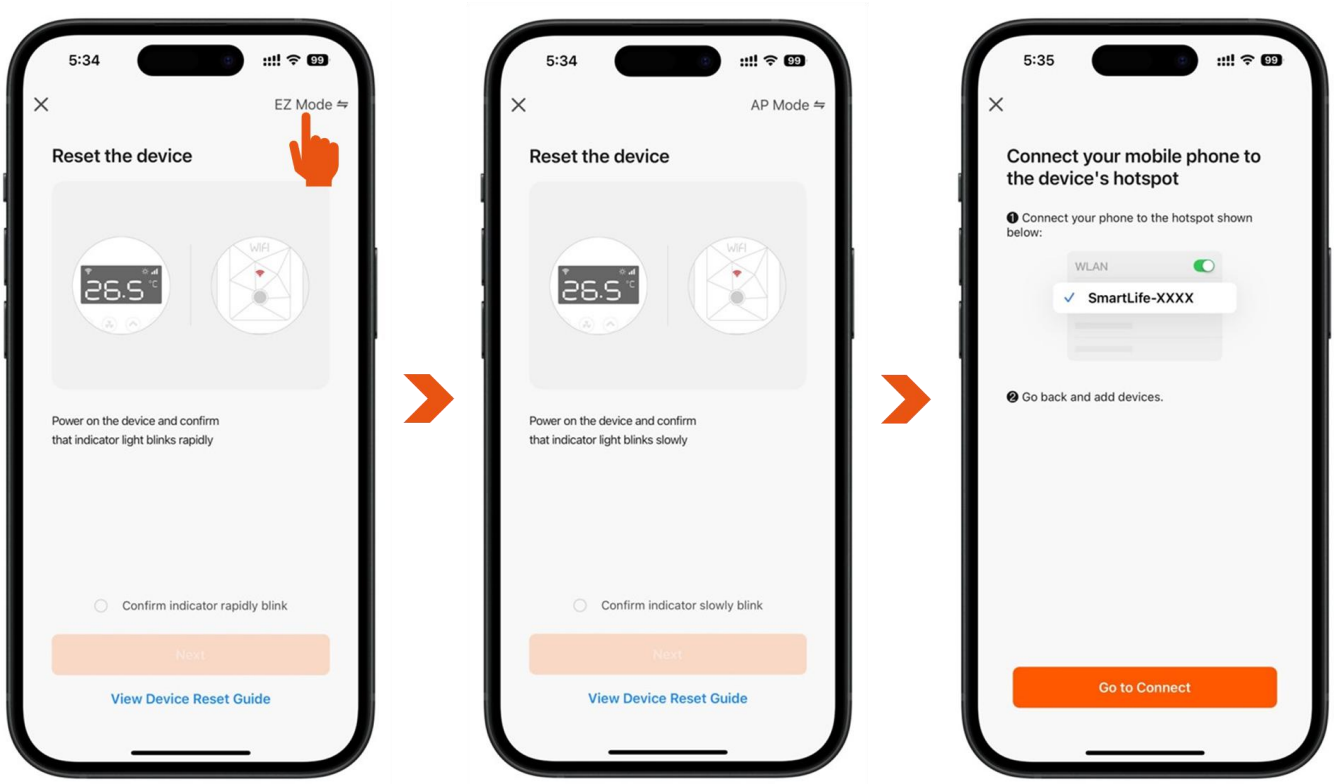
1) Please confirm that your phone is connected to Wi-Fi (2.4 GHz).

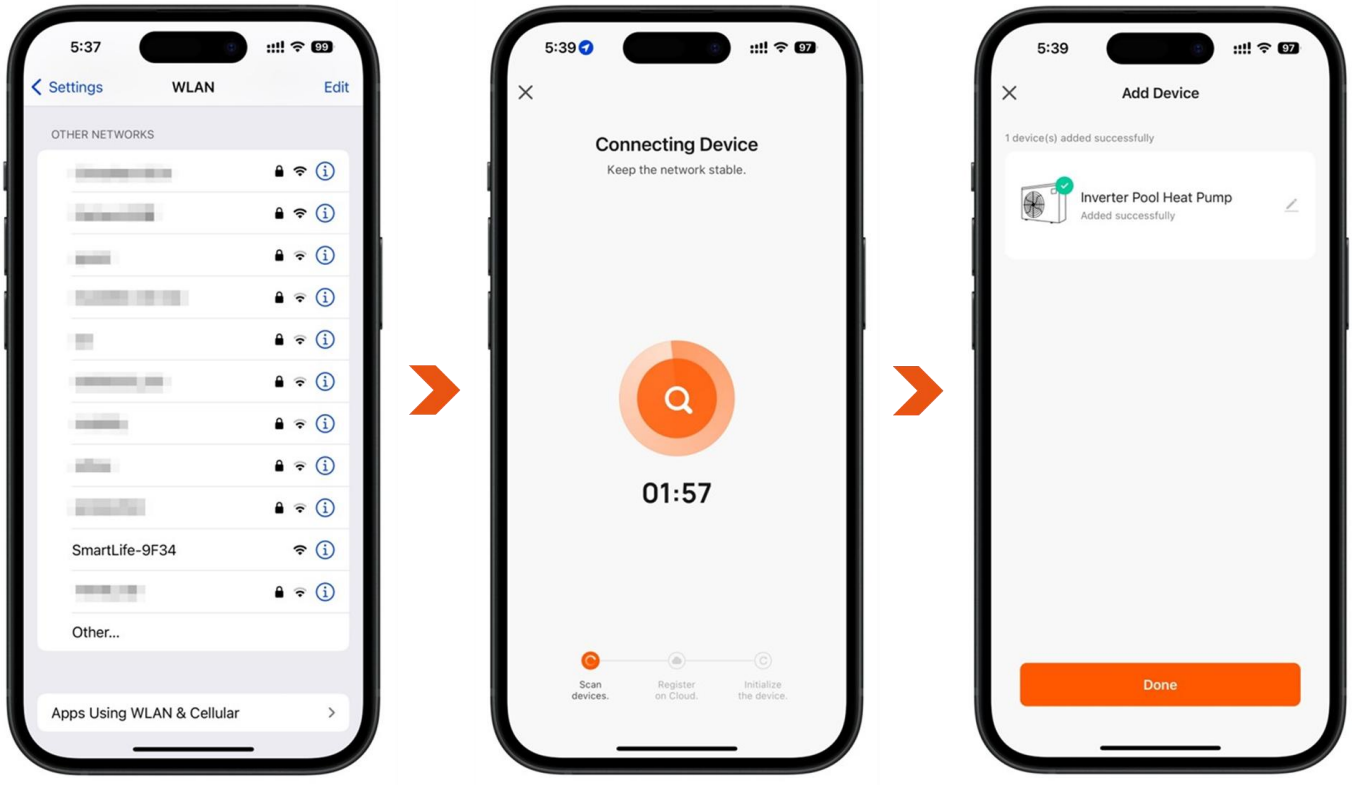
2) On the controller of the heat pump, Press "" for 3 seconds to unlock the screen. Press "" for 10 seconds. After hearing "Beep", "" on controller will flash slowly.



3) Click "Add Device" in app, and click "Pool Heat Pump" under "Add Manually", then follow the instructions to pair device. Once the app connects to Wi-Fi successfully, "" will keep displaying.




5:34
EZ Mode
Reset the device
Power on the device and confirm that indicator light blinks rapidly
Confirm indicator rapidly blink
Next
View Device Reset Guide
5:34
AP Mode
Reset the device
Power on the device and confirm that indicator light blinks slowly
Confirm indicator slowly blink
Next
View Device Reset Guide
5:35
Connect your mobile phone to the device's hotspot
1 Connect your phone to the hotspot shown below:
WLAN
SmartLife-XXXX
2 Go back and add devices.
Go to Connect

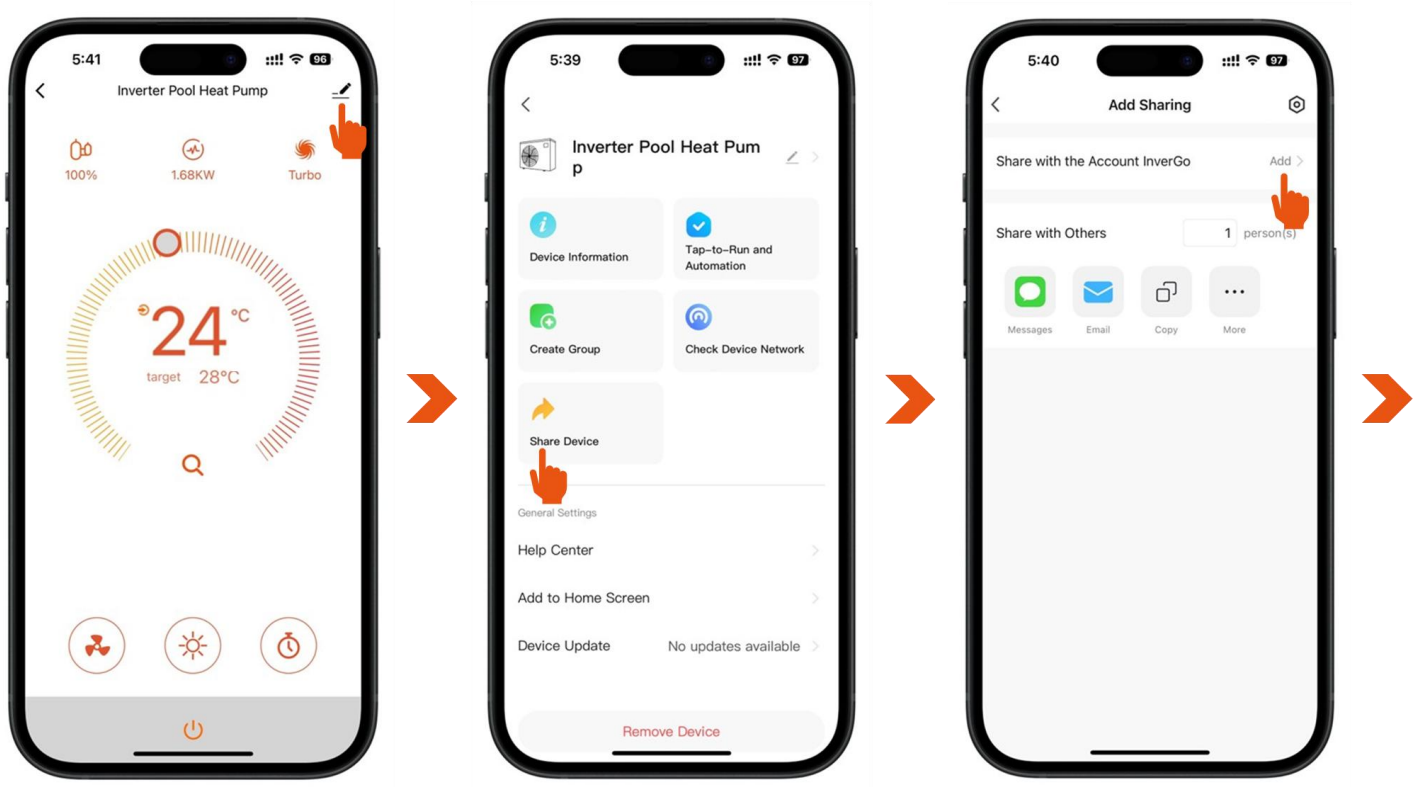

5:37
Settings
WLAN
Edit
OTHER NETWORKS
SmartLife-9F34
Other...
Apps Using WLAN & Cellular
5:39
Connecting Device
Keep the network stable.
01:57
Scan devices.
Register on Cloud.
Initialize the device.
5:39
Add Device
1 device(s) added successfully
Inverter Pool Heat Pump
Added successfully
Done

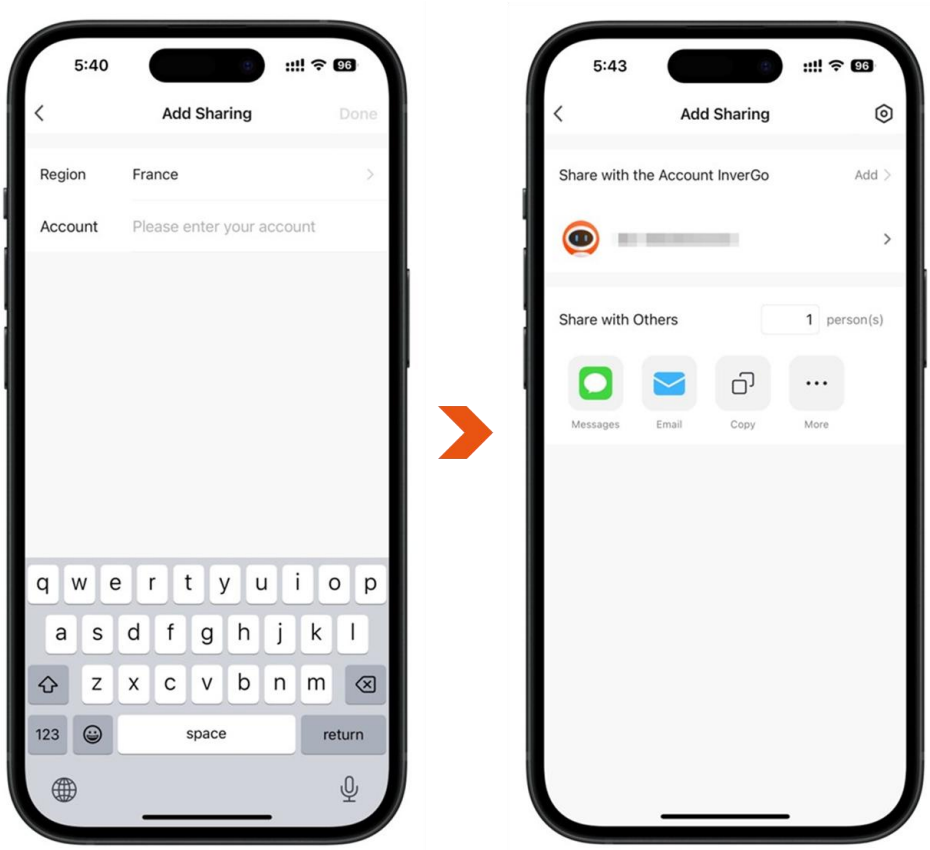
4. Operation



5. Share Devices

After pairing, if your family members also want to control the device, please let your family members register “InverGo” first, and then the administrator can operate as below:




5:40
Add Sharing
Done
Region
France
Account
Please enter your account
5:43
Add Sharing
Share with the Account InverGo
Add
Share with Others
1
person(s)
Messages
Email
Copy
More

K. Warranty

AquaSolis warrants all products sold will be (under normal use and maintenance) free of defects in material and workmanship for a minimum period of one year from the date of original purchase by the customer as marked on the invoice. For specific product warranty periods please refer to the table below.

AquaSolis products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. No unauthorized personnel can make any warranty representation on behalf of AquaSolis without written permission.

Heat Exchanger	Compressor	Parts	On-site Labour
20 Years	7 Years	3 Years	1 Year

This warranty does not cover the following:
• normal wear and tear
• been subjected to misuse, neglect, negligence, damage, or accident
• been used, operated, or maintained other than in accordance with AquaSolis instructions
• not been installed in accordance with the Installation Instructions or by suitably qualified personnel
• been modified or altered from original specifications or in any way not approved by AquaSolis
• had repairs attempted or made by other than AquaSolis or its authorized dealers
• been subject to abnormal conditions such as incorrect voltage supply, lightning, or high voltage spikes, or damages from electrolytic action, cavitation, sand, corrosive, saline or abrasive liquids and natural disasters

To make a warranty claim:
• If the product is suspected of being defective, stop use and contact the original place of purchase.
• If requested, return the product and/or provide further information with respect to the claim. Returning the product to the place of purchase is at your cost and is your responsibility.
• The warranty claim will be assessed by AquaSolis based on their product knowledge and reasonable judgement and will be accepted if:
- a relevant defect is found
- the warranty claim is made during the relevant warranty period; and none of the excluded conditions listed above apply
• The customer will be notified of the warranty decision in writing and if found to be invalid the customer must organize collection of the product at their expense or authorize its disposal.
If the claim is found to be valid AquaSolis will, at its option, repair or replace the product free of charge.

On Site Service
Onsite service is available within the operating area of an Authorized Service Center, service outside this area will incur a traveling fee.

The company reserves all rights for final explanation.