

10.0 EXCLUSIONS TO THIS WARRANTY

- 10.1 The water heater must be installed by a competent and registered plumber and the installation must comply with the New Zealand Building Code, HJ Cooper installation instructions and all local codes and regulatory authority requirements. Proof of compliance must be provided in order to validate any warranty claim.
- 10.2 This water heater being subjected to negative pressure or pressures in excess of the maximum pressure rating on the label.
- 10.3 Excessive heat input.
- 10.4 Misuse, alteration or repair work to the water heater not authorised by HJ Cooper.
- 10.5 Failure of the water heater induced by chemical reaction of aggressive water or any other substances introduced artificially into the water supply.
- 10.6 Damage to the water heater due to the replacement of elements or thermostats.
- 10.7 The failure of valves, fuses, pumps and plumbing supplied by the installer.
- 10.8 If the water heater is installed in excess of 25 kilometres from an HJ Cooper service agent additional cartage and mileage charges will be the responsibility of the owner.
- 10.9 Consequential loss.
- 10.10 Any claim must be made within 30 days from detection of the defect.
- 10.11 HJ Cooper's obligation under this warranty is limited to replacement or repair of the hot water heater and HJ Cooper is not responsible for any consequential loss either directly or indirectly due to leakage of the hot water heater or system.
- 10.12 This warranty only applies to New Zealand.
- 10.13 **THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.**
- 10.14 Elements, thermostats and T.P.R valves are not covered by our twenty year warranty. These devices are covered by a one year manufacturers warranty effective from the date of installation.

7.0 MAINTENANCE AND SERVICING

- 7.1 The operation of the TPR valve should be checked every 6 months. To do this, slowly manually raise the lever on the top of the valve and allow a small quantity of water to flow from the valve. **NOTE:** The water discharge may be very hot so care must be taken. Check that the water discharged flows freely through the drain pipe. Close the valve by releasing the lever and check that the flow stops and the valve reseals correctly.
- 7.2 If a cold water expansion valve is fitted the same checks as detailed above for the TPR valve should be carried out.
- 7.3 In a "hard" water area the elements must be periodically de-scaled. To do this the unit must be drained and elements must be removed. Ensure the electrical supply to the water heater is disconnected before doing this. To remove the element, first remove the terminal cover. This is secured by two screws. Using the key spanner supplied with the unit unscrew the brass backnut securing the element and remove the element from the boss. If the element is scaled the scale deposit should be carefully removed. Replacement of the element is a reversal of the above process. If the element is removed for any reason, the element gasket must be replaced. It may be of help to support the element when tightening the backnut by inserting a round bladed screwdriver into one of the thermostat pockets on the element plate.
- 7.4 Always ensure the water heater is completely refilled before switching on the electrical supply again.
- 7.5 HJ Cooper recommends that your water heater be checked on an annual basis to ensure that it is working safely and efficiently.
- 7.6 In order to extend your warranty to the full twenty year term and to keep your HJ Cooper water heater working at peak efficiency, this water heater must be serviced within thirty days of the fifth anniversary of the installation date. After the fifth anniversary of the installation date, this water heater must be serviced every twenty four months. All valves, control devices and filters must be checked by a competent person and particular attention should be given to the correct operation of all safety devices i.e. Temperature and pressure relief valve and over temperature cut out. A record of this service must be kept for verification purposes.
- 7.7 The cost of any maintenance is the responsibility of the owner.

9.0 WARRANTY

- 9.1 HJ Cooper domestic water heater models MP135, MP180, MP250 and MP300 come with a comprehensive one year warranty on the water heater and components and a guarantee to replace or repair your water heater internal pressure vessel for a period of twenty years from the date of manufacture subject to the terms and conditions set out below.
- 9.2 First twelve months from date of installation, HJ Cooper will replace or repair free of charge (except for certain transport and travelling time costs which may be payable by the owner, as outlined in the exclusions of this warranty, section 10.0) this domestic water heater or part if it fails due to faulty manufacture.
- 9.3 Year two and three from the date of installation HJ Cooper will replace or repair free of charge (except for certain transport and travelling time costs which may be payable by the owner, as outlined in the exclusions of this warranty) this domestic water heater if the pressure vessel fails due to faulty manufacture.
- 9.4 Year four and five from the date of installation HJ Cooper will replace or repair free of charge this domestic water heater if the pressure vessel fails due to faulty manufacture. The cost of removal of the water heater, reinstallation and labour costs are the responsibility of the owner.
- 9.5 Year six to twenty from the date of installation HJ Cooper will replace or repair free of charge this domestic water heater if the pressure vessel fails due to faulty manufacture and provided the water heater has been serviced in accordance with HJ Cooper instructions. The cost of this service is the responsibility of the owner. The cost of removal of the water heater, reinstallation, transportation and labour costs are the responsibility of the owner.
- 9.6 Your HJ Cooper water heater has been manufactured to suit water that complies with the Drinking-Water Standards for New Zealand 2000 (details available at www.moh.govt.nz). If you are unsure of your water quality you can obtain information from your local water authority. Roof, bore and water not treated at a municipal plant may be corrosive and affect the operation and life expectancy of the water heater and may affect your warranty. Do not use untreated water without first conducting an assessment of water corrosivity and consulting an HJ Cooper representative.