



Residential Warranty Policy covering the following Model #'s :
Heat Pump : GS4-45HPC, GS4-45HPC-D, GS5-45HPC & GS5-45HPC-D
Storage Tanks : ECO-43SSAQB, SAN-43SSAQA, ECO-83SSAQB,
SAN-83SSAQA, ECO-119GLBB, SAN-119GLBK

Warranty Conditions as of April 1st 2024 to the Original Owner Only

1. Warranty period

Subject to the Warranty Conditions and Exclusions stated below, the Eco2 Systems LLC Heat Pump Water Heater System with the corresponding model numbers warranted in Residential / Combi DHW & Heating applications **ONLY** (For Commercial applications as defined the warranty is covered in a separate document) as follows:

1-1. Residential DHW application ; Heat Pump unit

Eco2 Systems LLC warrants all parts & labor on the SANCO₂ Residential system for a period of 3 years from date of installation and a further 7 years on Parts only excluding shipping costs.

Labor costs are paid per the payment cost schedule published by Eco2 Systems LLC and revised from time to time at Eco2 Systems LLC's requirement (Exhibit A).

Should at any time during the 10 year Parts warranty any component directly part of the CO₂ refrigerant circuit fail, where replacement of that component would require opening of the refrigerant circuit, Eco2 Systems LLC will replace the Heat Pump unit in it's entirety. If this failure occurs in the first 3 years of operation, then Labor costs will be paid per Exhibit A.

1-2. Residential DHW application ; Tank

Eco2 Systems LLC warrants that the *ECO-43SSAQB, SAN-43SSAQA, ECO-83SSAQB & SAN-83SSAQA* tanks will be free from defects for 10 years at 100% replacement, and for a further 5 years under a pro-rated scale, culminating in warranty ending after Fifteen years from date of installation.

Failure in Year 11:	80% of replacement value
Failure in Year 12:	60% of replacement value
Failure in Year 13:	40% of replacement value
Failure in Year 14:	20% of replacement value

ECO-119GLBB & SAN-119GLBK tanks have a warranty of 10 years only at 100% replacement value.



1-3. Combined DHW/Heating application

When used in a Combined DHW/Heating System application, the winter design (99%) temperature must be above 25°F and must be with a single heat pump unit serving a heating load of less than 10,000 Btu/h with the addition of a minimum DHW demand of 20 Gallons per day otherwise a SANCO₂ system will have the warranty approval denied.

The warranty period is that stated below, which is not the same period as the Residential DHW system.

1-3.1. Combined DHW/Heating application; Heat Pump unit

Eco2 Systems LLC warrants all parts & labor on the SANCO₂ Combi Heat Pump unit for a period of 1 year from date of installation and a further 4 years on Parts only excluding shipping costs. Labor costs are paid per the payment cost schedule published by Eco2 Systems LLC and revised from time to time at Eco2 Systems LLC's requirement.

1-3.2. Combined DHW/Heating application; Tank

Eco2 Systems LLC warrants all parts & labor on the SANCO₂ Storage Tank for a period of 1 year from date of installation and a further 4 years on Parts only excluding shipping costs. Labor costs are paid per the payment cost schedule published by Eco2 Systems LLC and revised from time to time at Eco2 Systems LLC's requirement.

2. Warranty Conditions – All Residential Applications

2-1. The Eco2 Systems LLC Heat Pump Water Heater System must be installed in accordance with the installation instructions supplied with the Heat Pump Water Heater System, all relevant industry practices and in accordance with all applicable relevant plumbing codes plus statutory/local requirements of the state/province/municipality of the location where the water heater is installed.

2-2. Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or complete new Heat Pump Water Heater System does not carry a new warranty.

2-3. Warranty period only applies from the verified date of system installation, if such a date cannot be verified then the warranty will be deemed to have started using a date calculated after 2 (two) months have elapsed from the date of unit manufacture.



- 2-4.** Where the Heat Pump Water Heater System is installed in a position that does not allow safe operating practices, such as not installing a properly size metal drain pan if installed in an area where leakage from the tank or it's connections would result in damage to the area adjacent to the heat pump or the storage tank.
- 2-5.** The cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.
- 2-6.** The warranty only applies to the Heat Pump Water Heater System (heat pump & storage tank) and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Heat Pump Water Heater System. Such parts would include but not limited to; pressure regulating valves, isolation valves, solenoid valves, electrical switches, pumps, trace heating, fuses or any other field supplied parts used in the installation of the Eco2 Systems LLC Heat Pump Water Heater system.
- 2-7.** The Heat Pump Water Heater System must be sized to the hot water demand in accordance with the guidelines in the current Eco2 Systems LLC Heat Pump Water Heater System literature and application guides and training information.
- 2-8.** This warranty is for parts only, any and all labor costs associated with diagnosis, removal of the faulty part and installation of replacement parts will solely be the owner's responsibility except where covered by the labor warranty section of this warranty.

3. Warranty Exclusions

Repair and replacement work will be carried out as set out in the Eco2 Systems LLC Heat Pump Water Heater System warranty. However the following exclusions may void the warranty and may incur additional service charges and/or cost of parts:

- 3-1.** Accidental damage to the Heat Pump Water Heater System or any component, including: Acts of God, failure due to misuse, incorrect installation, attempts to repair the water heater other than by an Eco2 Systems LLC accredited service agent or the Eco2 Systems LLC service dept.

- 3-2.** On inspection of the failed system or part, and where it is found there is nothing wrong with the Heat Pump Water Heater System; where the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high incoming cold water pressure over 75 Psi; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the Heat Pump Water Heater System or its components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant codes or acts or is of the incorrect voltage, phase and amperage as required by the system; Installation of the GS5-45HPC & GS5-45HPC-D heat pump(s) with other storage tanks that have not been specifically approved in writing by Eco2 Systems LLC.
- 3-3.** Where the Heat Pump Water Heater System or its component has failed directly or indirectly as a result of excessive incoming water pressure above 75 Psi.
- 3-4.** The factory supplied pressure relief valve or an ASME approved valve with the same pressure specification has not been installed or the valve outlet is blocked or corroded.
- 3-5.** Where the heat pump or storage tank has rusted or failed as a result of a corrosive atmosphere.
- 3-6.** Where the unit fails to operate or fails because of ice formation in the piping to or from the Heat Pump Water Heater System due the lack of Trace Heat cable, Freeze Protection Valve kit and a power outage to the GS5-45HPC and GS5-45HPC-D Heat Pump. Suitably sized self-regulating trace heating must be installed around the exposed supply and return piping to and from the heat pump including around the unit connections whenever the Heat Pump unit is installed in a location where the winter ambient temperature will fall below 27°F. Freeze Protection valves must be installed on the Cold Inlet and Hot Outlet piping within 6" from the piping connections to the Heat Pump unit.
If a Power Outage occurs to the Heat Pump units at an ambient temperature that is either below 27°F or could drop below that 27°F ambient temperature at any time when the Heat Pump is not powered nor have Freeze protection valves been installed on the piping, then potential freezing of the piping to and from plus internal piping and components of the Heat Pumps cannot be covered under warranty.
- 3-7.** Where the Heat Pump Water Heater System is located in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to move the unit to floor or ground level or to a serviceable position.



- 3-8.** Repair and/or replacement of the Heat Pump Water Heater System due to scale formation when the incoming water shows a water hardness above 200ppm or 12 grains in the waterways or the effects of either corrosive water or water with a high chloride level together with a PH level of below 6.5 or above 8.0. when the water heater has been connected to a scaling or corrosive water supply or a water supply with a high chloride or low PH level as outlined in the *Owner's Guide* and *Installation Manual*
- 3-9.** Replacement due to cosmetic reasons, or for reasons of noise, taste, odor; discolored and/or rusty water.
- 3-10.** Failure of a Combined DHW/Heat System where the Heating application has been used to provide “construction heat” in an unoccupied unfinished, unfurnished building for the purposes of heating the structure so that other building trades or building processes can be completed.
- 3-11.** Internet purchase: Any Eco2 Systems LLC Heat Pump Water Heater Systems purchased on the internet are not eligible for warranty. The system must be purchased from an Eco2 Systems LLC certified distributor/contractor and installed by a licensed plumbing/HVAC contractor.
- 3-12.** Closed Loop : Application and Installation of a loop for the piping between the GS5 Heat Pump and the Storage Tank where a field installed Pump circulates Cold Water from the Tank to Secondary Tees in the Loop that have the GS5 units draw Cold Water from the loop and return Hot Water back to the Loop to be returned to the Tank(s).
- 3-13.** Hours of operation for the GS4-45HPC, GS5-45HPC & GS4-45HPC-D, GS5-45HPC-D Heat Pump compressor cannot exceed 6 (six) Hours per day per year of operation whether within or beyond the ten (10) or combi five (5) year warranty period provided. The time of Heat Pump operation is monitored by the Heat Pump operating program. If a warranty claim is made on a GS4-45HPC, GS5-45HPC & GS4-45HPC, GS5-45HPC-C for a replacement unit or compressor the operating hours as listed by the control will need to be provided to determine if the warranty claim can be approved.



Subject to any statutory provisions to the contrary, this warranty specifically excludes any and all claims for damage to furniture, carpets, walls, foundations, personal property or any other consequential loss either directly or indirectly due to leakage from the Heat Pump Water Heater System, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, poor workmanship or other modes of failure. Eco2 Systems LLC shall not be liable by virtue of this warranty or otherwise for damage to any persons or property, whether direct or indirect, and whether arising in contract or in tort.

This warranty gives you specific legal rights, and you may have other rights which vary under the laws of each state. If any provision of this warranty is prohibited or invalid under applicable state law, that provision shall be deemed to be ineffective to the extent of the prohibition or invalidity, but without invalidating the remainder of the affected provision or the other provisions of the warranty.

Exhibit A: Labor Costs

Labor costs are paid per the payment cost schedule published by Eco2 Systems LLC and revised from time to time at Eco2 Systems LLC's requirement.

Labor warranty specifically excludes (unless agreed to in writing prior to service being carried out) costs associated with travel to and from jobsites, distributors or contractors place of business, initial fault diagnosis and subsequent work due to incorrect diagnosis of fault or additional faults due to poor replacement practice of the failed part, delivery costs associated with replacement parts or units, or any other such administrative costs. These costs are to be the responsibility of the owner.

Labor expense reimbursement by part or action (USD) as of 04/01/2024

i. PCB replacement	\$125
ii. Thermistor replacement	\$100
iii. Controller replacement	\$100
iv. Fan motor replacement	\$100
v. Pump replacement	\$125
vi. Expansion valve coil replacement	\$100
vii. Other miscellaneous component replacement	\$125
viii. Fan blade replacement	\$100
ix. Complete unit replacement (Heat Pump or Tank)	\$235