



Warranty Information

VIVA HEATING AND AIR warrants this heat pump to the original purchaser against defects in materials and workmanship under normal use and service, subject to the following terms:

- **5-year warranty** on the tank and heat pump.
- **2-year warranty** on labour.

This warranty does not cover damage resulting from:

- Accidents, misuse, or improper handling.
- Lack of reasonable maintenance or unauthorised modifications.

Under no circumstances shall VIVA HEATING AND AIR be liable for incidental, consequential, or indirect damages arising from breach of this warranty, whether express or implied.

VIVA HEATING AND AIR

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The information in this document is current as of the publication date. Product specifications and warranty terms may be updated periodically. For the latest details, please refer to our official website or contact our customer service team.

Limitations

This warranty does not cover:

- Freight, return delivery, or transportation costs, unless pre-authorized.
- Service call fees outside the Labour Warranty Period.
- Damage from misuse, neglect, vandalism, or acts of God.
- Fair wear and tear, rust, corrosion, or repairs by unauthorised repair agents.

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