



Commercial Application 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, ECO-119GLASME, ECO-200GLBK, ECO-285GLNST, ECO-285GLNSD, ECO-360GLNST, ECO-360GLNSD, ECO-455GLNST, ECO-455GLNSD, ECO-505GLNST, ECO-505GLNSD, ECO-HZ210JKNST, ECO-HZ285GLNST, ECO-HZ360GLNST, ECO-HZ455GLNST & ECO-HZ505GLNST

Warranty Conditions as of May 1st 2024 to the Original Owner/Developer 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 Commercial applications as follows:

Commercial applications are defined as installations to provide DHW for : Multi Family Buildings (Where units are used in application other than a 1 Heat Pump, 1 Tank system per occupied dwelling), Hotels, Offices/Warehouses, Restaurants, Retail, Health Clubs and any other application where SANCO₂ supplied systems are used in a premises zoned for business use.

1-1. Heat pump unit

Eco2 Systems LLC warrants all parts & labor on the SANCO₂ system for a period of 5 (five) years on Parts only, excluding shipping costs.

Should at any time during the 5 (five) 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.

1-2. Tank

Eco2 Systems LLC warrants that the *ECO-43SSAQB, SAN-43SSAQA, ECO-83SSAQB, SAN-83SSAQA*, tanks will be free from defects for 7 (seven) years at 100% replacement value.

SAN-119GLBK, ECO-119GLBB, ECO-119GLASME, ECO-200GLBK, ECO-285GLNST, ECO-285GLNSDM ECO-360GLNST, ECO-360GLNSD, ECO-455GLNST, ECO-455GLNSD, ECO-505GLNST, ECO-505GLNSD, ECO-HZ210JKNST, ECO-HZ285GLNST, ECO-HZ360GLNST, ECO-HZ455GLNST & ECO-HZ5-5GLNST tanks have a warranty of 5 (five) years only at 100% replacement value.



2. Warranty Conditions

- 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 relevant plumbing codes plus statutory/local requirements of the state/province/municipality of the location where the water heater is installed.
System must be piped using schematics developed by Eco2 Systems LLC application engineering or those developed in conjunction with/approval from Eco2 Systems LLC application engineering.
- 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, check valves, mixing 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 industry guidelines and in conjunction with Eco2 Systems LLC Sales & Application engineering staff.
- 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 department.
- 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;
- 3-3.** Commercial application and Installation of the GS4-45HPC, GS5-45HPC & GS4-45HPC, GS5-45HPC-D heat pump(s) in any number of Heat Pumps that are piped to storage tanks manufactured by a different manufacturer or a storage tank that has a different design of piping connection, thermistor connection etc than the standard ECO storage tank and that these tanks have not been specifically approved for use with the SANCO2 Heat Pumps in writing by Eco2 Systems LLC.
- 3-4.** Where the Heat Pump Water Heater System or its component has failed directly or indirectly because of excessive water pressure above 75 Psi.



- 3-5.** 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.
- 3-6.** Where the heat pump or storage tank has rusted or failed as a result of a corrosive atmosphere.
- 3-7.** Where the unit fails to operate or fails as a result of ice formation in the piping to or from the Heat Pump Water Heater System. 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. If the Power Outage occurs to the Heat Pump units at an ambient temperature below 27°F potential freezing of the piping to and from the Heat Pumps and internal piping and components in the Heat Pumps cannot be covered under warranty.
- 3-8.** 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.
- 3-9.** Repair and/or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level 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*.
- 3-10.** Replacement due to cosmetic reasons, or for reasons of noise, taste, odor; discolored and/or rusty water.
- 3-11.** Installation of the water heating system with an uncontrolled recirculation system where that recirculated water is then directed to the Heat Pump for heating and subsequent storage.
- 3-12.** Internet purchase: Any Eco2 Systems LLC Heat Pump Water Heater Systems that are 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.



- 3-13.** Closed Loop : Application and Installation of a loop for the piping between the GS4, 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 GS4, GS5 units draw Cold Water from the loop and return Hot Water back to the Loop to be returned to the Tank(s).
- 3-14.** Piping of the GS4-45HPC, GS5-45HPC & GS4-45HPC-D, GS5-45HPC-D Heat Pumps in a method that does not match the layout of the GS4, GS5 Heat Pump manifold piping as provided by ECO2 Systems or that the pipe sizes used for the Heat Pump manifold piping do not match those pipe sizes required by ECO2 Systems for the number of GS4, GS5 Heat Pumps in the manifold.
- 3-15.** Hours of operation for the GS4-45HPC, GS5-45HPC & GS4-45HPC-D, GS5-45HPC-D Heat Pump compressors cannot exceed 12 Hours per day per year of operation whether within or beyond the 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-D, 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.

The publication of this warranty document supersedes all other warranty documents in place as of 05-01-2024.