istore
AIR TO ENERGY

180L OWNER'S MANUAL

PASHW008-180LD-NM-R290

Congratulations on your purchase

Please keep this copy of your Owner's Manual as it contains important information about your solar hot water system.

iStore is a leading provider and installer of solar energy solutions. Our quality and design processes, combined with our years of experience in the solar industry has enabled us to develop a world class solar hot water storage product.

Important Information

- This manual includes all the necessary information regarding the installation and maintenance of this product. Please take the time to read it through before operating.
- The installer is to explain to the end user how to operate and maintain the unit in accordance to this instruction manual.
- iStore will not be held responsible for any damages or injuries caused by the incorrect installation of this hot water system.
- It is important that the installation and operational instructions laid out in this manual are strictly adhered to.
- A maintenance program must be carried out as recommended in this manual. Failure to comply with these recommendations will void the warranty.
- This manual could be subject to change without prior notice, if it is felt that product improvements are to be carried out.

Please note that this manual is subject to change. To ensure you have the latest version, please visit our website at https://heatpumps.istore.net.au/downloads/ or scan the QR code provided here.

Ensure you know your model when referring to the website.

Note your serial number and model here

Serial _____

Model _____

iStore Basics

The iStore utilises an ingenious technology to efficiently transfer thermal energy directly from the surrounding air and into water, without dependence of the sun or fossil fuels to provide an energy source.

Characteristics

Smart and efficient unit
The operational costs can be up to 75% less than that of an electric water heater, and can be installed in locations which are unsuitable for solar hot water heating.

Safe and environmentally friendly
Produces no harmful gases along with no open flame, making the unit safe to work with when installing.

Easy to operate
Featuring an easy to use timer for both start and stop operations.

How Does The iStore Work?

1. A fan draws in air, containing heat energy, across the evaporator.
2. The evaporator turns the liquid refrigerant into a gas.
3. The compressor pressurises the refrigerant into a hot gas.
4. The hot gas inside the condenser coil heats the water inside the coil-wrapped tank.
5. The refrigerant reverts back to a liquid after heating the water and continues to the evaporator for the process to start again.
6. The cycle continues until the set target temperature is achieved.

As water is used in the home, the cycle will restart once the temperature in the lower section of the tank has dropped 5 degrees below the target temperature.

HOT WATER CAN CAUSE SERIOUS INJURY

WARNING - Hot water is dangerous! As a safety precaution, young children should always be supervised around hot water fixtures

THIS WATER HEATER IS ONLY INTENDED TO BE OPERATED BY PERSONS WHO HAVE THE EXPERIENCE OR THE KNOWLEDGE AND THE CAPABILITIES TO DO SO. THIS WATER HEATER IS NOT INTENDED TO BE OPERATED BY PERSONS WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES I.E. THE INFIRM AND CHILDREN.

As solar water heaters can generate water temperature in excess of 50°C, regulations require that an approved solar rated tempering valve shall be installed in accordance with the valve manufacturer's instructions. This is required to prevent water temperatures supplied to the house exceeding a preset safe maximum. The tempering valve is connected to the hot water outlet lines. The valve must be fitted by an authorised plumber at the time of installation or in retrofitting to existing systems.

CHECK THE WATER TEMPERATURE BEFORE USE, SUCH AS WHEN ENTERING A SHOWER OR FILLING A BATH OR BASIN, TO ENSURE IT SUITABLE FOR THE APPLICATION AND WILL NOT CAUSE SCALD INJURY.

Hot water systems can store water at temperatures that can cause scalding. Water temperatures over 50°C can scald and care needs to be taken to ensure that injuries do not occur through incorrect use of your water heater.

If the water heater is left unused for two weeks or more, a small quantity of hydrogen gas (which is HIGHLY flammable) may accumulate in the top water cylinder. To dissipate this gas safely it is recommended that a sink or bath hot tap be turned on to dispel a couple of litres of water. During this procedure there should be no smoking, open flames or any electrical appliances such as washing machines or dish washers operating nearby. If Hydrogen is discharged through the tap, it will make a sound like air escaping.

GENERAL SAFETY INSTRUCTIONS

The installation of the iStore solar hot water systems requires the expertise of a licensed professional. The installation process must adhere to the guidelines set forth in the National Plumbing code (AS/NZS 3500.4), Australian Electrical Wiring Rules (AS/NZS 3000), as well as all applicable local plumbing and electrical regulations.

The electrically operated components of this water heater operate on 240v AC power.
The removal or attempted alteration of any electrical component must be conducted by a qualified electrical service person.

Care should be taken to avoid coming into contact with any pipe work or fixtures associated with the water heater.
For continued safety of this appliance, it must be installed, operated and maintained in accordance with the manufacturers instructions.

WARNING

This appliance uses R290 (Propane) refrigerant, a flammable gas class 3 according to AS1677.

WARNING: Risk of fire/flammable material. If the refrigerant is leaking together with an external ignition source there is a possibility of ignition.

Compliance with AS/NZS 5601 must be observed during storage.
If a refrigerant leak is detected, switch the unit off at the mains and contact your iStore service agent.

End of life recycling: The refrigerant must not enter the atmosphere and can only be removed by a qualified technician.

General Operation

- To prevent unwanted changes to your iStore settings. The Smart Screen will automatically lock after 3 minutes of inactivity.
- The iStore has an inbuilt controller which monitors the temperature in the tank, when the preset lower thermostat temperature range is reached the iStore will commence heating and continue until the target temperature is reached.
- The iStore will keep its settings and timers during a power outage but note extended power loss may have caused the iStore to miss its normal schedule start or stop times, the schedule will continue as normal the following day or can be forced ON/OFF via the LCD.
- If the power to the unit is interrupted the unit will not start to run again for approx. 3 minutes as a protection feature to safeguard the compressor.
- The fan and compressor will operate continually during the heat cycle only.
- The LCD will display OFF if you visit the iStore outside of its timer(s).
- During normal operation, condensation occurs from the transfer of air across the evaporator coil. This process is drawing humidity from the air and creates condensation/water droplets on the coils, which in turn is discharged through the condensate drain line.
- To manage tank pressures discharge from the Pressure and Temperature Relief valve (PTR) and Expansion Control Valve (ECV) may occur during the heat cycle.

Heating Cycle

The Federal Government mandates a thermostat range of 5 degrees for the iStore, this is measured in the lower region of the tank displayed in the top left corner of the LCD.

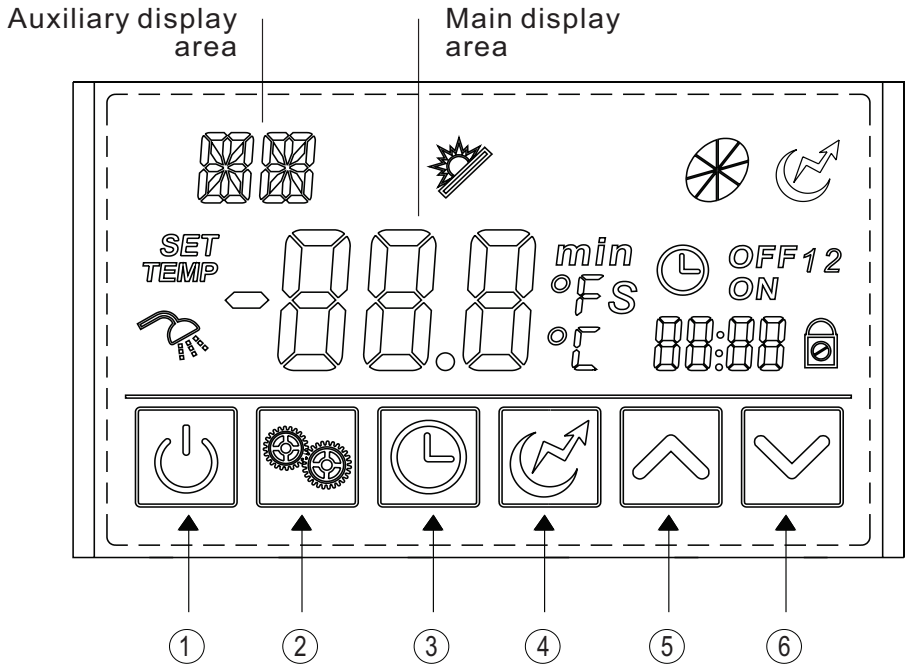
As water is used in the home, the cycle will restart once the temperature in the lower section of the tank has dropped 5 degrees below the target temperature.

Note - The fan will operate only while the heat cycle is operating.

Find the LCD function video tutorials on our website.
https://heatpumps.istore.net.au/lcd-setup-tutorials/

Functionality

The function diagram of the LED display



Function of keys

NO.	Button	Name	Function
①		ON/OFF	Turn on/off the unit.
②		Mode	Save parameter settings.
③		Clock	Set the clock or the timer.
④		Electric Booster	Turn on/off the electric booster.
⑤		Up	Move up or increase parameter values.
⑥		Down	Move down or decrease parameter values.

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Functionality

Status icon	Name	What it means
	Eco Mode	Shows that the unit is in eco heating mode.
	Fan	Shows that the fan is on and the speed of the fan.
	Electric Booster	Shows that the electric booster is on.
	Set temp. achieved	Shows that the water temperature has reached the target point and the unit shut off automatically.
SET	Parameter setting	Shows that the parameter is adjustable.
TEMP	Temperature	Shows that the temperature is non-adjustable (measured value).
ON	Timer & ON	Shows that the unit will be turned on by the timer automatically.
OFF	Timer & OFF	Shows that the unit will be turned off by the timer automatically.
min	Minute	Shows that the main display area displays the minute.
℃	Centigrade	Shows that the temperature in Main display area or Auxiliary display area is in C
	Lock	Shows that the keyboard is locked.

The general operation of the iStore is that when the bottom of the tank temperature, the top left number, falls 5 degrees below the target temperature, the iStore will commence heating and heat the full tank to the target temperature.

Once achieved. the shower symbol  will appear on the left side of the LCD.

The large centre number is the temperature towards the top of the tank, please remember that hot water rises and is drawn from the top of the tank to be delivered to the house for use.

Note - If the padlock symbol  is displayed that the screen will display all values but cannot be changed.

The power button  in the bottom left of the LCD can operate in 3 ways.

- A 6 second hold will lock or unlock the lcd screen
- A 2 second press and release will turn the iStore On or Off
- A short tap will exit whichever function you are changing

continued from previous page ...

The clock button can operate in 3 ways,

- A short tap tells the iStore that you wish to change the system clock
- A 2 second hold enters the timer setting mode
- By holding the button continually the LCD will rotate thru each of the timer settings. It will progress through On 1 time, the Off 1 time, followed by the On 2 time, and Off 2 time, until you let go of the button.

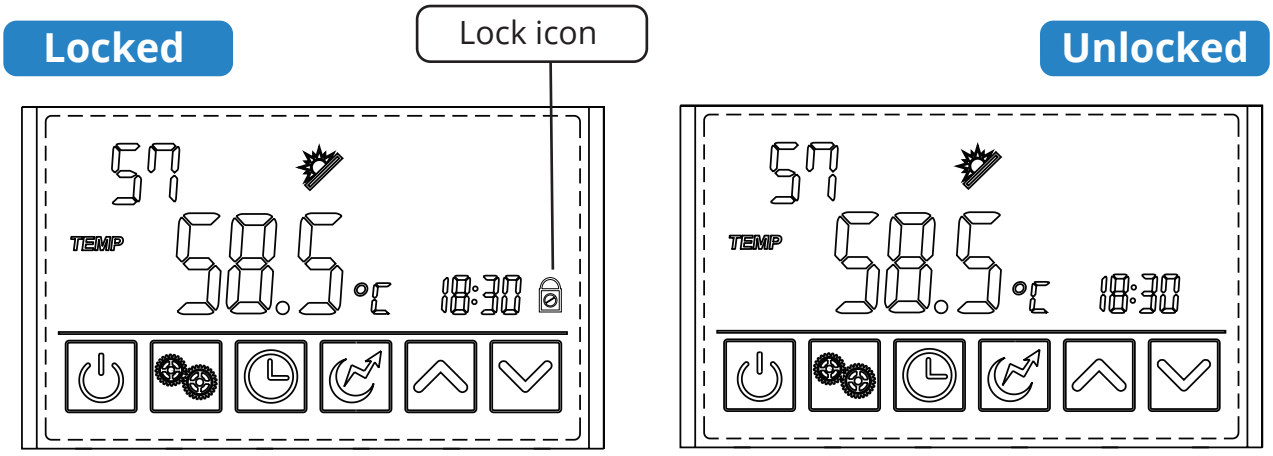
The booster button is turned On or Off by a short tap on the button.

The up and down arrows are used to adjust the clock and timer.

4.2 The LCD Lock/Unlock function

Important – If the iStore display does not detect activity for 60 seconds the screen will enter sleep mode which requires a simple palm press AND RELEASE on the LCD to reactivate it.

After a further 2 minutes of inactivity the screen will lock to prevent unwanted changes.



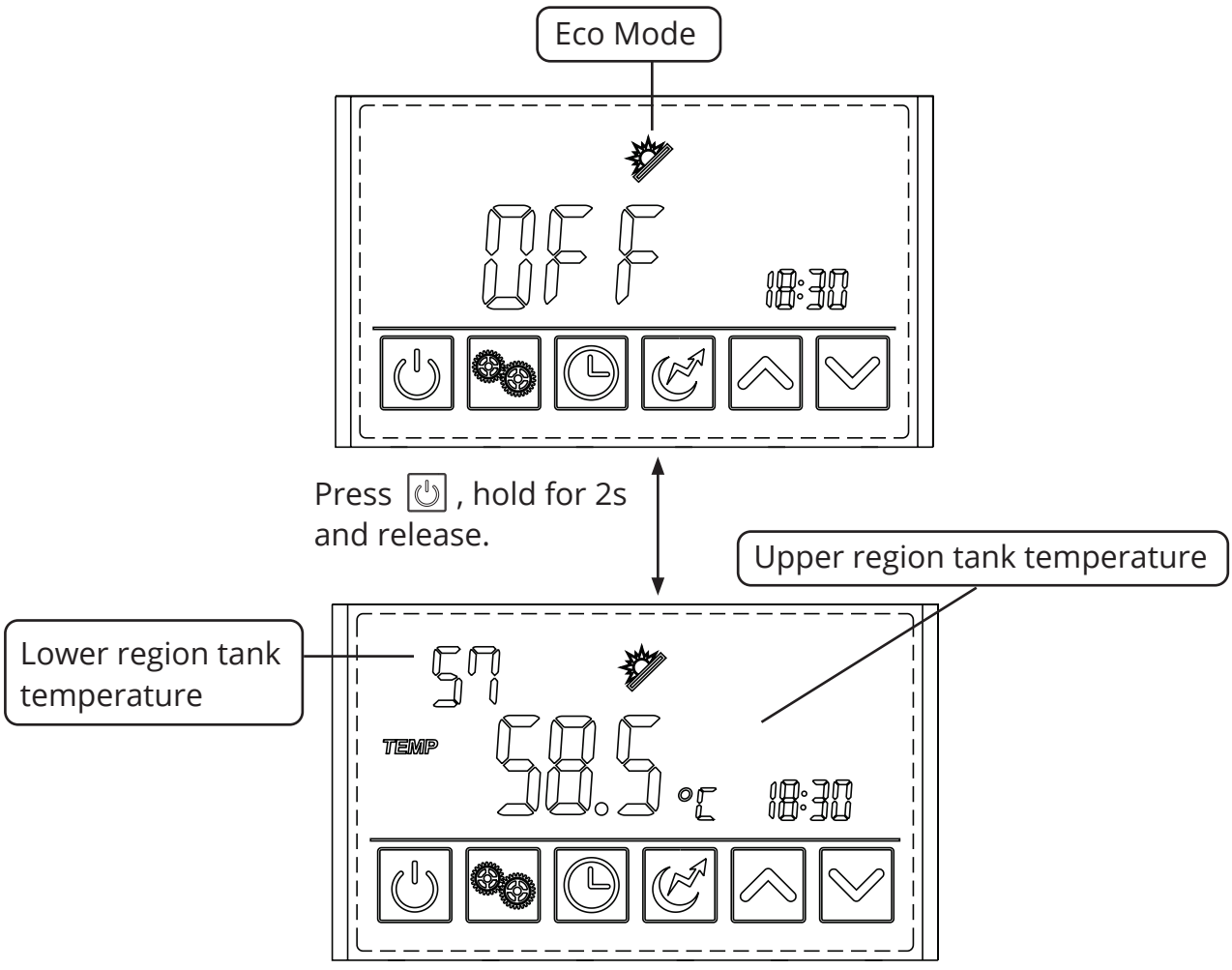
To unlock the screen simply press and hold the power button for 6 seconds.

Functionality

Turn ON/OFF the unit

Press ⏻ and hold for 0.5s and the LED display will turn on the unit and at this time the main display area shows the water outlet temperature.

Press ⏻ and hold for 0.5s in the running interface and the LED display will turn off the unit and at this time the main display area shows OFF.



Functionality

Mode selection

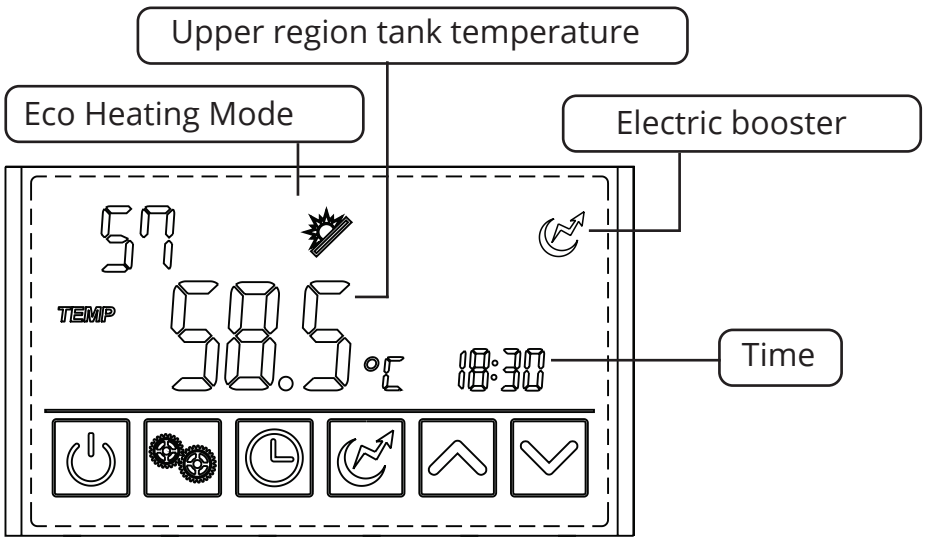
The Federal Government Clean Energy Regulator specifies how the iStore compressor hot water systems must operate in Australia and as such how the computer control operates.

Economic Heating Mode

For Australian conditions ECO mode monitors the surrounding temperature, incoming water and outgoing water, heat transfer capabilities and adjusts its operation to suit.

Electric Element Booster Mode

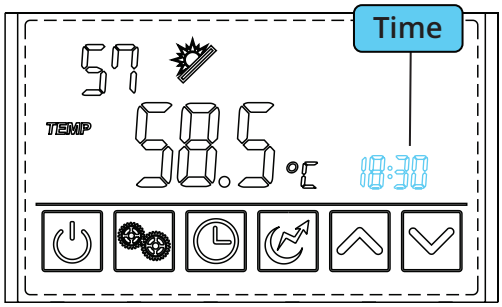
The electric element will heat the water to the pre-set temperature and turn off once this is reached. The electric element booster mode is classified as a one-shot boost and will automatically turn off once the target temperature is reached.



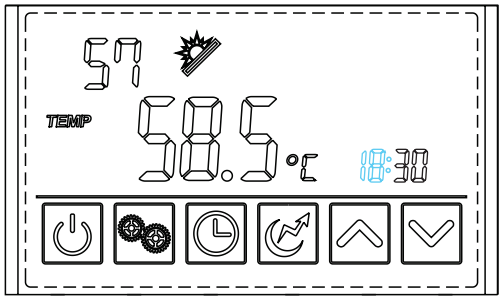
4.4 Setting the Time & Date

Example: Change the time and date from 18:30 on August 4th to 17:40 on September 8th.

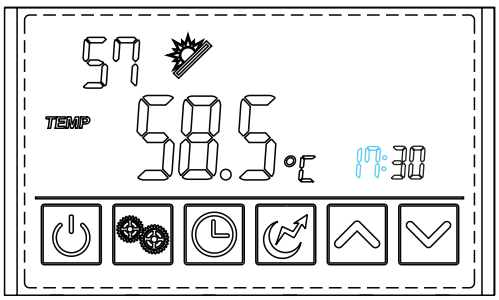
Tap the clock button and the whole digital clock will flash



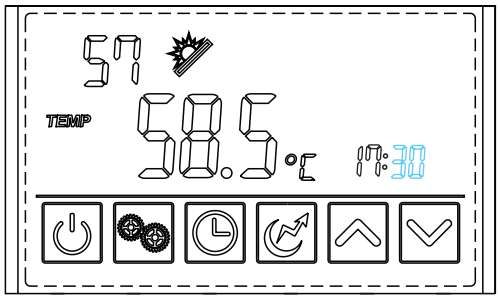
Tap the clock button again and the hours will flash



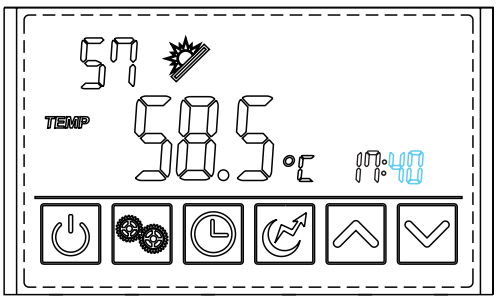
Tap the up or down arrows to adjust the hour



Tap the clock button again and the minutes will flash

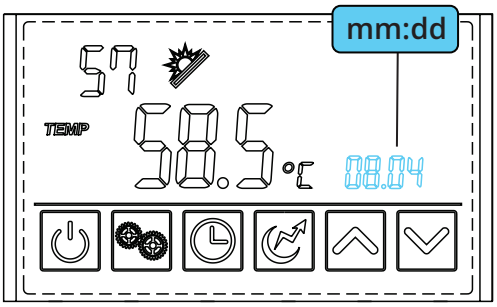


Tap the up or down arrows to adjust the minutes

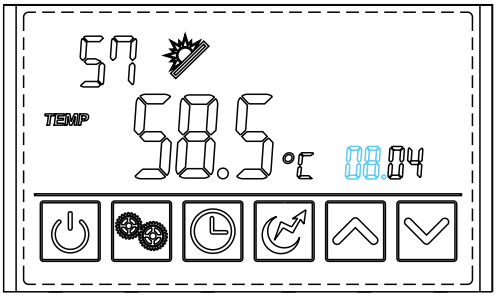


4.4 Setting the Time & Date

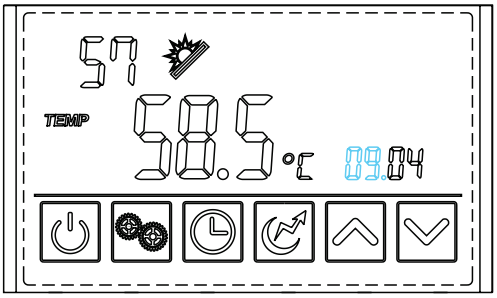
Tap the clock button again and the whole month and day will flash



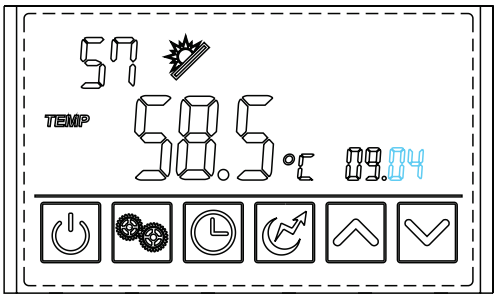
Tap the clock button again and the month will flash



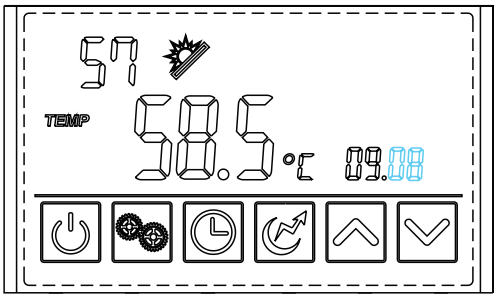
Tap the up or down arrows to adjust the month



Tap the clock button again and the day will flash

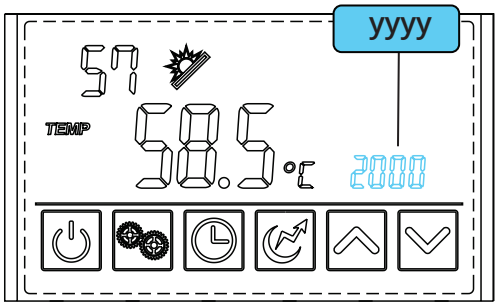


Tap the up or down arrows to adjust the day

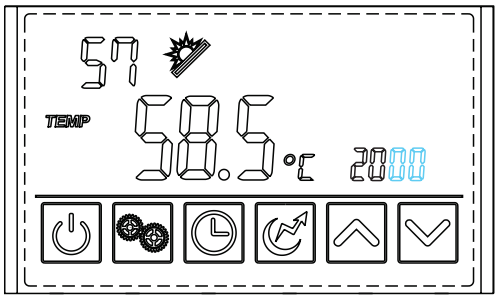


4.4 Setting the Time & Date

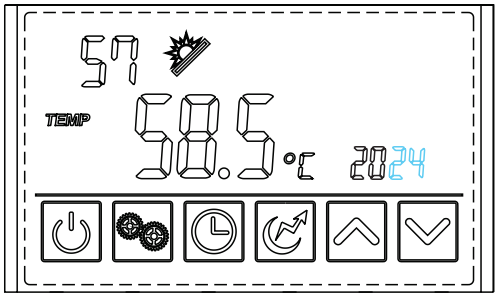
Tap the clock button again and the whole year will flash



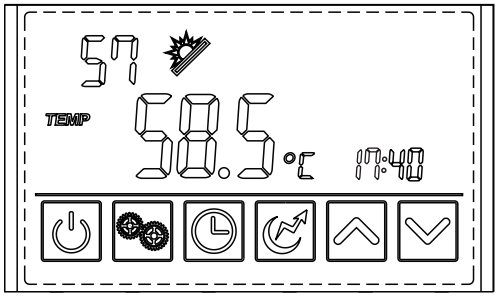
Tap the clock button again and the year will flash



Tap the up or down arrows to adjust the year



Tap the clock button to complete the timer setting



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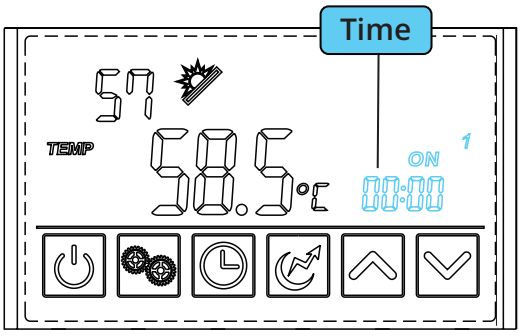
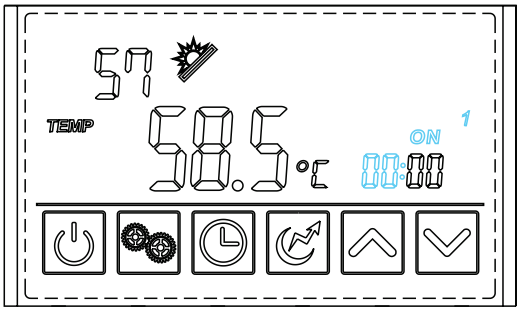
4.6 Timer Setting (Eco Mode)

NOTE: A timer is not mandatory for the iStore operation. Factors such as household demand, time of use, individual supplier peak and offpeak electricity rates, solar panel Feed In Tarrif rates all may influence what heating schedule best suits a household

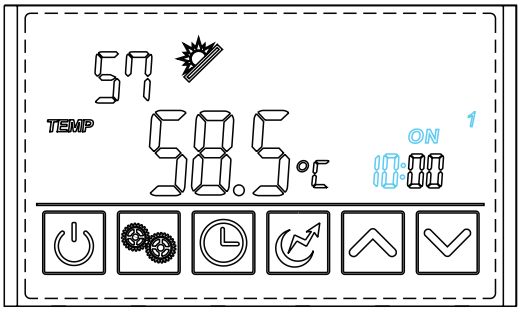
Press and hold the clock button for 2 seconds until ***ON, 1*** and the whole digital clock will flash



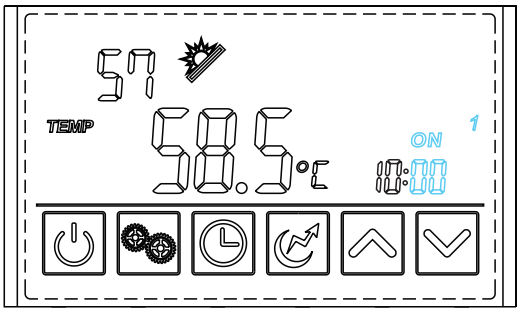
Tap the clock button and the ***ON 1*** hours will flash



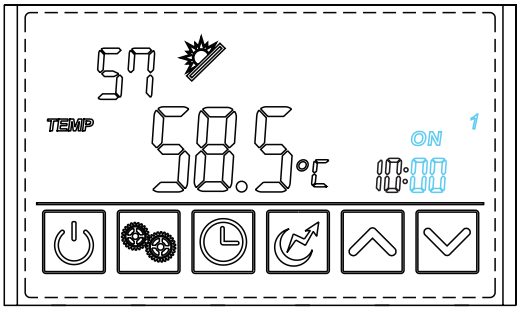
Tap the up or down arrows to adjust the ***ON 1*** hour



Tap the clock button and the ***ON 1*** minutes will flash

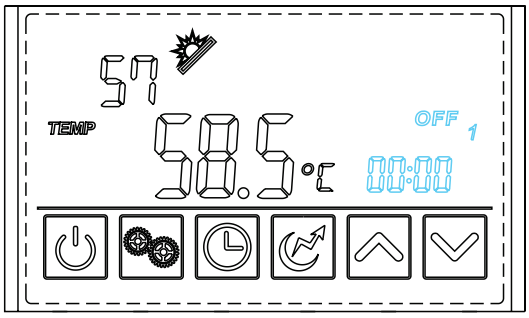


IF REQUIRED tap the up or down arrows to adjust the ***ON 1*** minutes

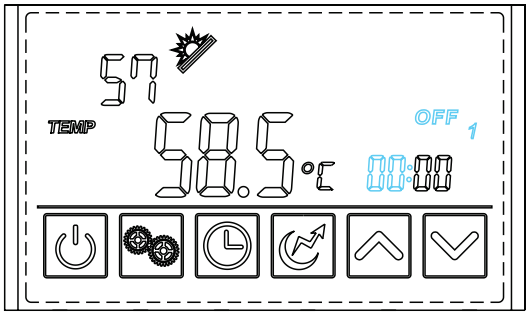


4.6 Timer Setting (Eco Mode)

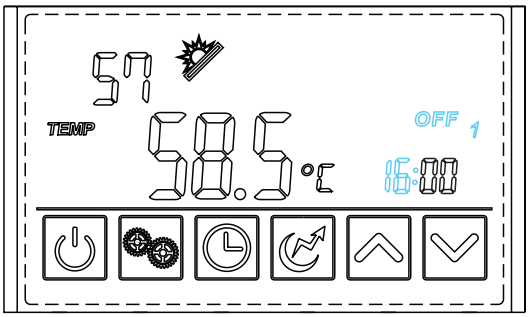
Tap the clock button and the ***OFF 1*** and the whole digital clock will flash



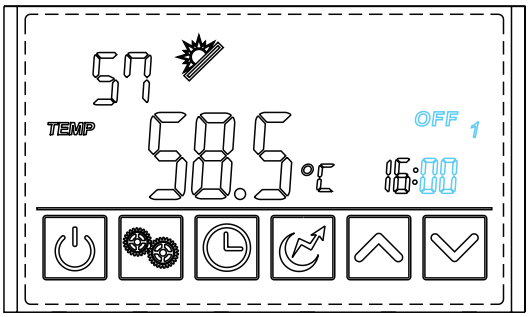
Tap the clock button and the ***OFF 1*** hour will flash



Tap the up or down arrows to adjust the ***OFF 1*** hours

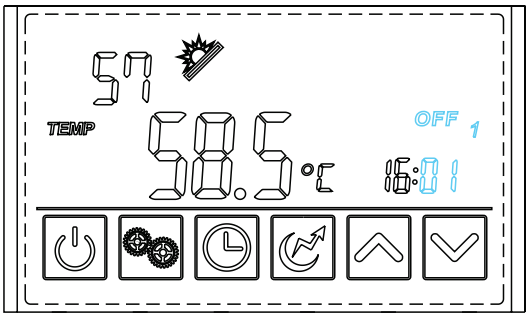


Tap the clock button and the ***OFF 1*** minutes will flash



Tap the up or down arrows to adjust the ***OFF 1*** minutes

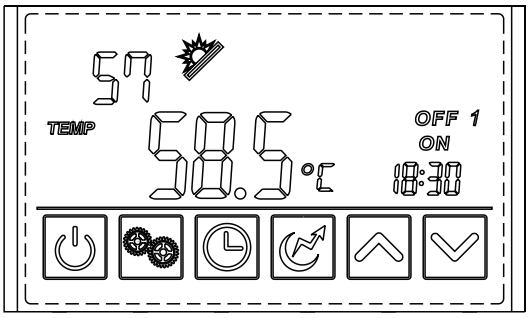
Ensure that the ***OFF 1*** minutes are different to the ***ON 1*** minutes



Functionality

NOTE: IF YOU ONLY REQUIRE 1 TIMER THEN YOU MAY LET THE TIMER FUNCTION TIMEOUT AND THE SECOND TIMER WILL REMAIN BLANK WITH "--:--" VALUES.

If you require a second timer then tap the clock button again and step through setting the ***ON 2*** and ***OFF 2*** times as described on previous page.



Why don't my timer changes take effect?

If you are setting the timer and you are currently outside of the timer you wish to have, you will need to switch the unit to the OFF state by a 2 second press on the power button and let go. Conversely if you are adjusting it so the current time is inside the timer window, you may need to switch the unit to the ON state by a 2 second press on the power button and let go.

If you have shortened the timer but not switched it to the OFF state then the unit could reheat based on water usage until the next time the timer window turns ON and then OFF.

If you have lengthened the timer but the unit is still OFF then you will need to switch the unit to the ON state otherwise no heating will occur until the next time the timer window turns ON and then OFF. When the timer ON time is reached it activates the display and will show the temperatures etc, at the end of the timer window the display will return to the OFF state.

Find the LCD function video tutorials on our website.
https://heatpumps.istore.net.au/lcd-setup-tutorials/

Timer setting summary

ECO MODE ONLY

Press and hold the ◷ button 2 seconds, the “ON“ and “1“ will flash,

ON 1

tap the ◷ and the hour value will flash, adjust the hour up or down with the ⩓ ⩔ buttons
tap the ◷ again and the minute value will flash, adjust the minute up or down with the ⩓ ⩔ buttons

OFF 1

tap the ◷ again and the full hh:mm will flash,
tap the ◷ again and the hour value will flash, adjust the hour up or down with the ⩓ ⩔ buttons
tap the ◷ again and the minute value will flash, adjust the minute up or down with the ⩓ ⩔ buttons

NOTE: IF A SECOND TIMERS IS NOT REQUIRED ALLOW THE LCD TO TIME OUT AT THIS POINT

ON 2

tap the ◷ again and the full hh:mm will flash,

tap the ◷ again and the hour value will flash, adjust the hour up or down with the ⩓ ⩔ buttons
tap the ◷ again and the minute value will flash, adjust the minute up or down with the ⩓ ⩔ buttons

OFF 2

tap the ◷ again and the full hh:mm will flash,

tap the ◷ again and the hour value will flash, adjust the hour up or down with the ⩓ ⩔ buttons
tap the ◷ again and the minute value will flash, adjust the minute up or down with the ⩓ ⩔ buttons
tap the ◷ again and the LCD will return to ON 1, allow the LCD to time out at this point.

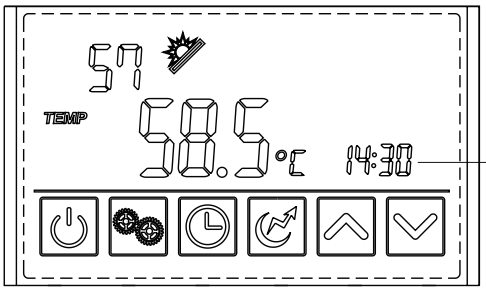
When the LCD returns to the default state the display will indicate whether 1 or 2 timers are set just above the digital clock, e.g.

Timer settings	
1 timer	OFF ON 1
2 timer	OFF ON 12

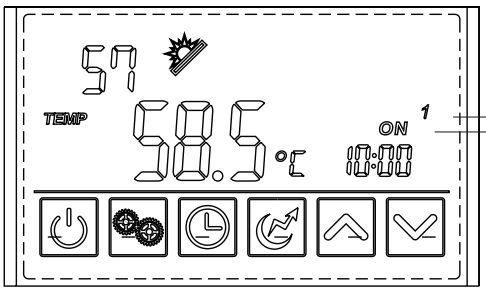
Functionality

EXAMPLE ONLY: ***Running period 1: 10:00 ~ 16:01; Running period 2: 00:00 ~ 03:01.***

To review the timers press and hold button, do not release, the LCD will display each of the four ON and OFF times in order. Release the button after review and let the LCD time out.

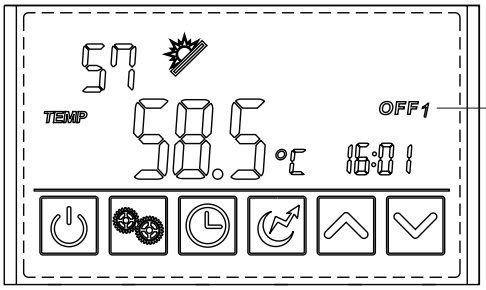


Current time



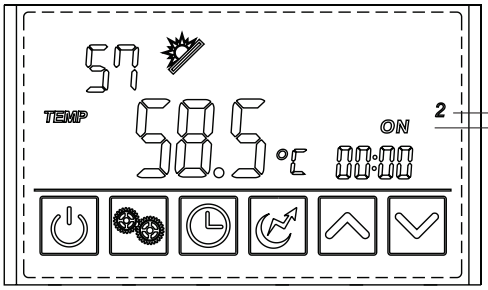
ON1

Press and hold clock button and do not release



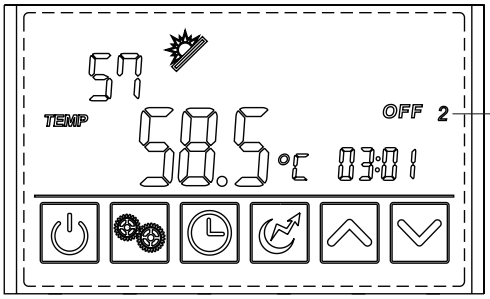
OFF1

Continue to hold clock button



ON2

Continue to hold clock button



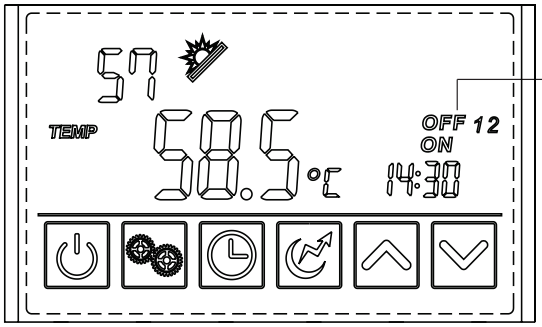
OFF2

Continue to hold clock button

Allow the timer review function to timeout and return to the normal display.

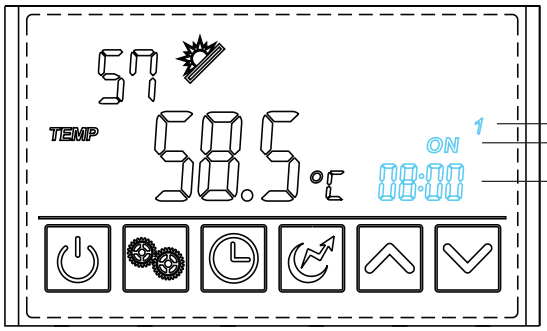
NOTE: Do not set the second timer to 00:00 ON and 00:00 OFF as the unit will commence heating at midnight every second night. To leave the second time off simply allow the timer setting to timeout after setting the first timer end time.

5.6 Cancelling the Timer Setting

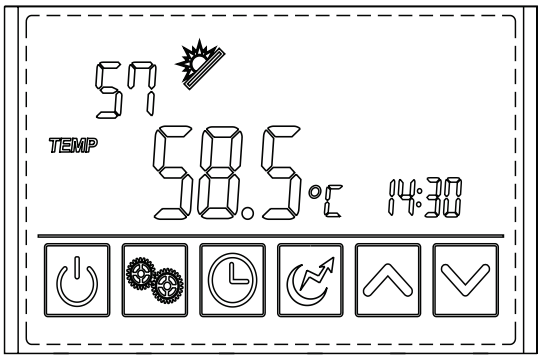


Timer state

Press and hold the clock button until the timer flashes



The ON, 1
and timer 1 will flash



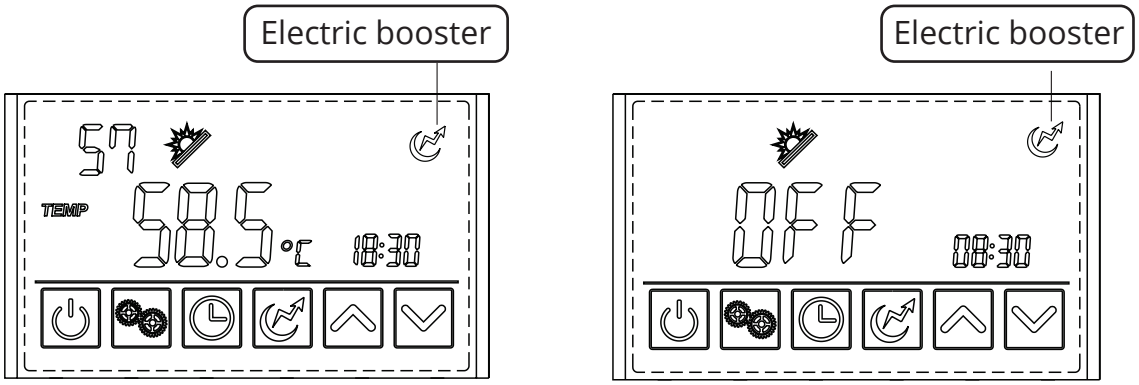
Tap the power button to cancel the timer operation.

Electric booster setting

The Federal Government Clean Energy Regulator states that the manual booster may only remain active for the single heat cycle until the target temperature is reached.

The Federal Government mandates a thermostat range of 5 degrees for the iStore, for the electric booster this is measured in the upper region of the tank displayed in the centre of the LCD. The heat cycle will not commence until the water in the upper region falls 5 degrees below the target temperature. Note if you engage the electric booster within the 5 degrees it will not operate.

The electric booster can be turned on when the unit is heating or standby.
Press [⚡] once to turn on the electric booster and press [⚡] again to shut it off.



Anti-legionella Protection Cycle

To comply with the Australian storage hot water regulations all manufacturers must comply with the anti-legionnaires protection within their product. The iStore utilises the compressor heating system to comply with legionella by heating 45% of the tank to 60°C each day. This is ensured by having the set point at 62°C and a dead band of 5 degrees .

Further Assistance? Go to the FAQ

Need some further assistance then please review the extensive Frequently Asked Questions at https://heatpumps.istore.net.au/frequently-asked-questions

Home Owner Maintenance

Temperature and Pressure Relief valve PTV/PTR (all tanks)

The iStore Hot Water system is fitted with an 850kPa PTR Valve, which is located on the side of the cylinder and is essential for its safe operation. It is important that you operate the lever on the PTR valve for a few seconds once every 6 months. It is important you release the lever gently so the valve seat is not damaged.

Expansion Control Valve (ECV) (if applicable)

In some states and local councils, the installation of an Expansion Control Valve (commonly referred to a cold-water expansion valve) is required to be installed. If this valve is fitted, follow the same procedure for PTR valve as explained above.

Condensation line

Regularly inspect the condensation line to ensure water is dripping freely from the line. If the condensate drain is blocked at the discharge end, clear any debris that may have collected in the line. During normal operation, condensation occurs from the transfer of air across the evaporator coil. This process is drawing humidity from the air and creates condensation/water droplets on the coils, which in turn is captured in the fully moulded condensate tray and discharged through the condensate drain line. In locations with humidity greater than 80%, up to 5 litres per day can be expected under normal operating conditions.

Obstructions

Regularly check the no obstructions are interfering with the air in-take or air discharge. If unit is installed near shrubs or trees, keep them trimmed so they do not interfere with air flow.

Recommended iStore Servicing

2 Year Service

The recommended two-yearly service should be carried out by a licensed tradesperson. It is recommended that this service be carried out by your local iStore installer. The service should include the following:

1. Replace the anode (anodes should be replaced more frequently if subjected to hard water conditions, refer table in the warranty exclusions, iStore must be consulted regarding the replacement anode if not a genuine iStore anode). If the TDS is greater than 600PPM, the anode shall be inspected every year and replaced at intervals not greater than every 12 months

5 Year Service

1. Replace the anode (anodes should be replaced more frequently if subjected to hard water conditions, refer table in the warranty exclusions, iStore must be consulted regarding the replacement anode if not a genuine iStore anode). If the TDS is greater than 600PPM, the anode shall be inspected every year and replaced at intervals not greater than every 12 months
2. Replace the pressure & temperature relief valve. (PTR Valve)
3. Flush the water heater
4. Check and clean tempering valve filters and operation

Trouble Shooting

PROBLEM	SOURCE	EXPLANATION
Water not as hot as previous hot water system	Tempering Valve installed	A tempering valve must be installed on every solar hot water system. Tempering valves will mix water down to 50°C.
No Power at Screen	Circuit breaker turned off AC Isolator/GPO Turned Off Power surge	Check Circuit breaker in meter box Check AC Isolator/GPO in on position Contact iStore
No Hot Water - 1	Faulty Tempering Valve	Pull PTR lever and check if water is hot. If water is hot, contact a licensed plumber to replace tempering valve.
No Hot Water – 2	Off-Peak Tariff	Check screen to see if power is available during your nominated off-peak tariff heating times. Refer to your electricity distributor should power not be available from off-peak supply
No Hot Water – 3	Timer not set correctly	Ensure that timer is set to heat to your hot water demands. A secondary heating cycle maybe required if large hot water demand is used twice per day. Refer above instructions for timer settings
Luke Warm Hot Water - 1	Tempering Valve	Tempering valve not mixing water correctly. Contact a licensed plumber to inspect / replace the valve
Luke Warm Hot Water – 2	Excessive Hot Water load	Unexpected additional hot water load. Plan hot water usage to be staggered, not continuous consumption. Wait for system to re-heat. Increase timer setting if in use.
Overflow pipe is dripping	Pressure Temperature Relief Valve (PTR) / Expansion Control Valve (ECV) where applicable.	An 850kPa and 99°C PTR valve is used on the iStore water tank, which is located on the side of the water tank and is essential for its safe operation. The PTR valve / ECV valves are designed to allow approx. 3-5% of total tank volume to discharge during heating to cater for hot water expansion
Water pressure is slightly lower than previous hot water system	Pressure Reduction Valve (PRV)	A pressure reduction valve has been installed to limit the inlet pressure to your new iStore Water Heater. This device regulates the incoming pressure & increases life of the cylinder. This device will also protect your cylinder if the mains pressure is increased by the local water authority.

Further Assistance? Go to the FAQ

Need some further assistance then please review the extensive Frequently Asked Questions at https://heatpumps.istore.net.au/frequently-asked-questions

Terms and Conditions of Warranty

1. For all warranty issues please call iStore on 1300 552 619 or info@istore.net.au
2. This Warranty is effective for all iStore Hot Water Systems manufactured and installed after 1st October 2022.
3. If the customer has not paid in full for the iStore Hot Water System then this Warranty does not apply.
4. iStore Hot Water System and its components are covered by a warranty against defective factory parts or workmanship from the date the iStore Hot Water System is installed for the relevant period for such component as outlined in Table 1 - Warranty Periods. If the date of installation is unknown, the Warranty commences one (1) Month after the date of manufacture.
5. This Warranty is for normal domestic use of the iStore Hot Water system only.
6. The decision to repair or replace the component the subject of the Warranty will be entirely at the discretion of iStore.
7. Where a iStore Hot Water System or a component thereto is repaired or replaced by iStore, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.
8. Upon installation of the iStore Hot Water System, it is the consumer's responsibility to register their warranty on-line ***heatpumps.istore.net.au/warranty-registration***. Consumer must provide the following detail - home OWNER'S detail, product model number, product installation date, product serial numbers, licensed plumber contact details. Once you have successfully completed the on-line registration form, you will be notified of successful warranty registration. If you do not have access to the internet, please contact iStore on 1300 552 619 to register your warranty. To be eligible to make a claim under this warranty, consumer must register their warranty within 6 weeks of the installation.
9. The iStore Hot Water System must be installed in accordance with iStore's installation instructions, and all relevant local, state and national statutory requirements, including but not limited to, AS35004 & 5, AS5601, AS3000, AS2712 and AS/NZS1677.
10. Installation must be completed by licensed plumbers and electricians that are licensed in the State or Territory in which the installation is completed. Installation must include all relevant valves as required by federal/state regulations & shall incorporate a 500kPa Pressure Reduction Valve. Installation of a Pressure Limiting Valve does not comply with manufactures installation instructions. Failure to incorporate a 500kPa Pressure Reduction Valve will void this warranty.
11. The electrical system components must be installed in a domestic application and connected to a 240V power supply by a qualified electrician in accordance with AS3000.
12. iStore reserves the right to alter the design, components or construction to its iStore Hot Water System. Such alterations shall not constitute a defect in design or construction under this Warranty. See Warranty Table on next page.
13. Any claim under this Warranty must include full details of the defect and/or damage to the iStore System. All claims must be made within one (1) month of detection of the defect.
14. Dated proof of purchase is required prior to commencement of any work under this Warranty. This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from: (a) accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind; (b) incorrect or improper installation of the iStore Hot Water System, including but

not limited to, installation otherwise than in accordance with the instructions contained in the installation manual supplied by iStore or incorrect system selection; (c) alteration or repair of the iStore Hot Water System other than by a licensed plumber/electrician/refrigeration mechanic or by an approved iStore agent; (d) attachment of any parts or accessories other than those manufactured or approved by iStore; (e) freezing in regions with minimum temperatures below -10°C; (f) the power supply to the iStore Hot Water System being cut; (g) power surges; (h) animals, birds and/or rodents; (i) excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere, faulty plumbing and/or electrical wiring; (j) sludge/sediment as a result of connection to a water supply from unfiltered or treated sources i.e. spring, dam, bore, river or town supply from a bore; (k) contamination and corrosion from particles in the water supply; (l) serial tags/stickers on any of the components being removed or defaced; (m) the iStore Hot Water System being relocated from its original point of installation; (n) the water stored in the cylinder exceeding at any time the following levels: (o) If penetrations are made through the tank skin by the installer, warranty will be void immediately; (p) Damage caused by transport; (q) if the system has been re-installed at a location other than the original location.

15. iStore does not warrant any work conducted by a third-party installer of the iStore Hot Water System.
16. This Warranty only applies to the iStore Hot Water System and its components and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the iStore Hot Water System.
17. To the extent permitted by law, iStore shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings. Or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the iStore Hot Water System or any other matter related to the system or its operation.
18. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the iStore Hot Water System, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.
19. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.
20. Our goods 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 also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
21. iStore strongly recommends that the consumer update their household insurance policy.
22. Store complies with all federal and state government laws to provide safe and environmentally compliant operation. iStore controls have been developed to provide efficient and reliable operation. iStore does NOT support 3rd party developed controls and as such any use will void the manufacturer warranty.

This Warranty is effective for all iStore Hot Water Systems manufactured and installed after 1st October 2022.

Component Warranty Table

Total hardness	200 mg/litre or p.p.m
Total dissolved solids	600 mg/litre or p.p.m
Electrical conductivity	850 µS/cm
Chloride	250 mg/litre or p.p.m
Magnesium	10 mg/litre or p.p.m
Sodium	150 mg/litre or p.p.m
pH	Min 6.5 to Max 8.5

COMPONENT	WARRANTY PERIOD (Parts Only)	WARRANTY PERIOD (Parts and Labour)
iStore Glass Lined Tank	5 years	5 years
Refrigeration	5 years	5 years
Electrical (controller and sensor leads)	5 years	5 years
Sacrificial Anode & PTR valve	1 year	1 year
Consumable Items	1 year	1 year

NOTES

After Sales Service Guaranteed

Thank you for joining iStore in our mission to lead the way to a sustainable energy future.

Supplier Name: _____ Installation Date: _____

Supplier Address:_____ Supplier Phone: _____

_____

System Model / Type: _____

 Online: heatpumps.istore.net.au