



## WARRANTY TERMS

RECLAIM R32 AIR CONDITIONER



**RECLAIM**  
ENERGY

## COVERING MODEL NUMBERS:

### Reclaim Clean-Air Series High Static Pressure Ducted Systems Model (Indoor and Outdoor)

CA-D100D1HWH

CA-D125D1HWH

CA-D140D1HWH

CA-D160D1HWH

CA-D180D1HWH

### Reclaim Clean-Air Series Wall Split

CA-10CHSD/ VEIH

CA-13CHSD/ VEIH

CA-18CHSD/ VEIH

CA-24CHSD/ VEIH

CA-28CHSD/ VEIH

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## IMPORTANT

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

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Issue 1 | September 2026

# MANUFACTURER'S WARRANTY

Reclaim R-32 Ceiling Concealed Duct Type & Wall Split Air Conditioner  
Including the 7-Year (5 + 2 Year Extended) Warranty Offer

## 1.1 AUSTRALIAN CONSUMER LAW

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.

The benefits given to you by this warranty are in addition to your other rights and remedies under law in relation to the goods to which this warranty relates. Nothing in this document excludes, restricts or modifies any right or remedy conferred on you by the Australian Consumer Law or any other applicable law that cannot be excluded, restricted or modified.

## 1.2 WHO GIVES THIS WARRANTY

This warranty is given by Solar Thermal Australia.

| CONTACT | DETAIL                                    |
|---------|-------------------------------------------|
| Phone   | 1300 383 815                              |
| Email   | warranty@reclaimenergy.com.au             |
| Web     | www.reclaimenergy.com.au                  |
| Address | 45 Paramount Bvd Cranbourne West VIC 3977 |

## 1.3 STANDARD WARRANTY - WHAT IS COVERED AND FOR HOW LONG

Subject to the conditions and exclusions in this document, Solar Thermal Australia warrants the product to be free from defects in materials for the periods below, commencing on the date of installation (or, where the installation date cannot be evidenced, the date of purchase).

| APPLICATION                                             | COVERAGE         | PERIOD    |
|---------------------------------------------------------|------------------|-----------|
| Domestic / residential use                              | Parts and labour | 5 years   |
| Commercial use                                          | Parts and labour | 12 months |
| Wired controller and accessories supplied with the unit | Parts and labour | 2 years   |

## WARRANTY CONT.

## 1.4 EXTENDED WARRANTY OFFER YEARS 6 AND 7 (DOMESTIC INSTALLATIONS)

Purchasers of an eligible Reclaim R-32 D Series ducted system or Clean-Air wall split air conditioner, installed at a domestic residence, may extend the standard 5-year warranty by an additional 2 years, for a total of 7 years of coverage, by registering the product with Reclaim Energy.

- 1 Purchase and install an eligible D Series ducted system or Reclaim Clean-Air Wall Split Air Conditioner, installed by a suitably licensed installer, within the purchase period.
- 2 Visit [www.reclaimenergy.com.au](http://www.reclaimenergy.com.au) Product Registration page to register your warranty
- 3 Complete the claim form with your details, the model and serial numbers of the indoor and outdoor units, and a copy of your purchase or installation invoice.
- 4 Submit the claim within 30 days of installation or purchase.

## 1.5 CONDITIONS OF THIS WARRANTY

- 1 The product must be installed by a suitably licensed installer in accordance with the Reclaim Energy Installation Manual, AS/NZS 3000, AS/NZS 3500.2 and all applicable laws and regulations.
- 2 The product must be operated and maintained in accordance with the Reclaim Energy Operation Manual, including cleaning of the return air filter and operation within the published operating range.
- 3 A return air filter must be fitted at all times. Damage caused by operation without a filter is not covered.
- 4 Proof of purchase (and installation, where relevant) must be provided with any claim.
- 5 The product must not have been modified, repaired or serviced by any person not authorised by Reclaim Energy.
- 6 The product must remain at its original installation address. Contact Reclaim Energy before any relocation.

## 1.6 WHAT IS NOT COVERED

- 1 Normal wear and tear, and consumable items including filters and batteries.
- 2 Damage caused by incorrect installation, incorrect electrical supply or circuit protection, power surges, lightning, storm, flood, fire, vermin, or accident.

- 3 Damage caused by misuse, neglect, operation outside the published operating range, or use for purposes other than human comfort (for example storing food, animals, plants, precision machinery or art objects).
- 4 Corrosion or deterioration caused by installation in corrosive, high-salinity or otherwise unsuitable environments beyond the protections described in the Installation Manual.
- 5 Blocked condensate drains, drainage installed contrary to the Installation Manual, and water damage arising from field-supplied drainage.
- 6 Faults in, or caused by, third-party equipment including zone control systems, gateways and their applications.
- 5 Service calls where no fault is found with the product, or where the fault arises from the electrical installation, ductwork or other field-supplied components.
- 6 Freight, access equipment (including scaffolding or craneage), and costs of accessing units installed in restricted or non-compliant locations.

## 1.7 CONTACT INFORMATION FOR WARRANTY CLAIMS

For any warranty-related enquiries or to initiate a warranty claim, please contact:

**COMPANY NAME:**

**Solar Thermal Australia**

**BUSINESS ADDRESS:**

**45 Paramount Bvd Cranbourne West VIC 3977**

**TELEPHONE:**

**1300 383 815**

**EMAIL:**

**[warranty@reclaimenergy.com.au](mailto:warranty@reclaimenergy.com.au)**

## HOW TO MAKE A WARRANTY CLAIM

1. Stop using the product if it is unsafe to operate, and isolate it at the main switch.
2. Contact Reclaim Energy on 1300 383 815 or [warranty@reclaimenergy.com.au](mailto:warranty@reclaimenergy.com.au) with your name, address, contact details, the model and serial numbers, the fault code shown on the controller (if any), a description of the fault, and your proof of purchase.
3. Reclaim Energy will assess the claim and, where the claim is accepted, arrange repair or replacement through an authorised service agent.

For valid claims, Reclaim Energy bears the cost of the repair or replacement, including parts and labour, within the coverage set out in Section 3. Expenses incurred by you in making a claim (for example telephone, postage or travel) are borne by you, except where the law provides otherwise. Where a claim is not covered by this warranty, a service fee and the costs of repair may be payable by you; you will be advised before any chargeable work proceeds.

## 1.8 GENERAL

This warranty is given only in respect of products purchased and installed in Australia. This document should be retained with your proof of purchase and, where applicable, your extended warranty registration confirmation. If any part of this warranty is found to be invalid or unenforceable, the remainder continues in effect.



## YOUR WARRANTY DETAILS

Please fill in and keep a copy for your records

Your name: \_\_\_\_\_

Your mailing address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Your email: \_\_\_\_\_ Your phone number: \_\_\_\_\_

Product Details: \_\_\_\_\_

Model Number: \_\_\_\_\_

Product Serial Number (Indoor Unit): \_\_\_\_\_

Product Serial Number (Outdoor Unit): \_\_\_\_\_

Date of Purchase/Installation: \_\_\_\_\_ / \_\_\_\_\_ / 20 \_\_\_\_\_

Suppliers Name: \_\_\_\_\_

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facebook.com/CO2HeatPump   
instagram.com/reclaimenergy   
linkedin.com/company/reclaim-energy 



**RECLAIM**  
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