

madimack

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*inver***ELITE** V4



INSTALLATION MANUAL

CONGRATULATIONS AND THANK YOU FOR CHOOSING THE MADIMACK HIGH EFFICIENCY INVERTER POOL HEAT PUMP.

THIS MANUAL CONTAINS IMPORTANT INFORMATION THAT WILL HELP YOU IN OPERATING AND MAINTAINING THIS PRODUCT.



Please read and fully understand all information provided before attempting to install the pool heat pump.



All our heat pumps are built and designed to the highest standard and are protected by our extended warranty service for peace of mind.

Warranty registration is required to be submitted online in conjunction with the commissioning page and warranty registration page in the Appendix section at the back of the booklet www.madimack.com.au/warranty-registration.

For technical questions and further information please contact support@madimack.com.

We hope you enjoy using our heat pumps.

Thank you!

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IMPORTANT INFORMATION

These instructions are an essential part of the product and must be shared with the installer and kept by the end user. It's very important to read and understand all the warnings and guidelines in this manual as they provide crucial information for safely handling and operating the product. Always keep this manual accessible for future reference.

Follow Local Regulations: Installation must follow local regulations and the manufacturer's instructions. This work must be done by a qualified professional. A "qualified professional" is someone with the right skills, knowledge, education, training, and experience to safely and competently handle this equipment.

Safety Warning: Incorrect installation can cause injury to people or animals, and damage to the equipment. The manufacturer is not responsible for any damage caused by incorrect installation.

Inspection: When you unpack the heat pump, inspect it carefully for any damage. Before connecting the heat pump, the installer must ensure that the installation conditions match the specifications provided by Madimack and that they do not exceed the allowed installation limits for this product.zzzzz

Electrical Safety: Always disconnect the power supply before starting any installation, maintenance, or repair work on the heat pump. If the heat pump malfunctions or has an operational error, disconnect the power supply immediately and do not try to fix it yourself. Only authorized technical service personnel should perform repairs using original spare parts. Not following these instructions can compromise the safety of the heat pump and may void the warranty.

Routine Maintenance: Follow Madimack's maintenance instructions to ensure the heat pump works efficiently and properly. If you sell or transfer the heat pump to someone else, make sure to include all technical documentation and the original invoice.

Proper Use: This heat pump is designed only for heating swimming pools. Using it for any other purpose is inappropriate and can be dangerous.

Liability Disclaimer: Madimack is not responsible for any damage caused by improper installation, operation errors, or failure to follow the provided instructions and installation standards.

COVER THE BASICS:

1. Check that you have received the package in good condition
2. Every residential heat pump comes with two accessory boxes and the manual. The manual will mention all the parts and where they belong to make sure that the unit is commissioned, as per the 'commissioning' section, and that adequate water flow rate is provided.
3. Keep the surroundings of the unit clear of any debris, tree branches, and anything that can affect the ventilation of the unit. Do not install in any type of enclosed location. This includes sheds, decking, boxes with ventilation as the air needs to be mechanically removed.
4. Keep the invoice/packing slip in a safe place for future reference.
5. Register the unit for warranty as per the warranty section in this manual
6. Ensure that the unit is installed in an outdoor area, if it has to be indoors the unit will need to be ducted to the outside and completed by a competent person with ventilation and air flow knowledge.
7. Ensure the condensate drain is attached, has a gradual fall and is accessible as this will need regular check-ups for any blockages or debris build ups. For runs longer than 2 meters a larger diameter drainpipe will be required (not included) For water sensitive areas a condensation drip tray may be required (not included)
8. For Wi-Fi control make sure that you have full Wi-Fi strength in the heat pump area, more than -50 DB is recommended for strong connection.
9. Make sure that the unit is installed as per the ventilation diagrams to ensure efficient heating rates
10. Ensure position of heater is located for ease of accessibility, maintenance and servicing

SAFETY PRECAUTIONS

- We have provided important safety messages in this manual for the installation, maintenance and repair of your heater.
- Please read thoroughly and obey all safety messages.
- Environmentally friendly R32 Refrigerant is used in this heat pump.

Warning



This WARNING sign denotes a hazard. It calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury or injury to a third party. These signs are rare but are extremely important.



a. Keep the heat pump away from fire source.



c. Repair and disposal must be carried out by trained service personnel.



b. Unit must be placed in a well-ventilated area; indoor or enclosed areas are not allowed.



d. Carried out by professional trained personnel.



Attention

- Please read the following instructions before installation, use and maintenance.
- Installation must be completed only by competent persons only, and in accordance with this manual and local regulations.
- Check all water connections are sealed and tested before operating the machine.
- Except for the methods recommended by the manufacturer, do not use any methods to accelerate the defrosting process or clean the frosted parts.
- If a repair is required, please contact the nearest after-sales service center. The repair process must be strictly in accordance with this manual. Repairs made by unauthorized persons may void the warranty.
- Correctly set temperature required for personal preference making sure to avoid overheating or overcooling.
- Please do not use or stack substances or other materials which may block the air flows to the inlet or outlet areas. This causes the efficiency of the heater to be reduced and may damage the machine.
- Do not use or stock combustible gas or liquids such as thinners, paint and fuel, to avoid fire!
- In order to optimize the heating effect, please install heat preservation insulation on pipes between the swimming pool and the heater, and please use a recommended cover on the swimming pool.
- Connecting pipes of the swimming pool and the heater should be less than 10 metres where possible.
- Before using or working on the unit, always check that the voltage indicated on the name plate corresponds to the power supply available. Please see below for an example name plate (Image 1)
- Ensure that the heater is maintained and serviced at regular intervals

Inverter Pool Heat Pump

Model No.: Elite V4-100!

SKU No.: HPESV4AU100

Condition: Air 27°C/ Water 27°C/ Humidity 80%	
Heating capacity (kW) Max/ Energy efficiency mode	11.0/8.8
COP	16.2~7.3
COP at 50% speed	11.4
Condition: Air 15°C/ Water 26°C/ Humidity 70%	
Heating capacity (kW) Max/ Energy efficiency mode	7.3/5.8
COP	7.5~5.0
Cooling capacity (kW)	4.1
Rated input power (kW)	0.21~1.55
Input power are at 50% speed	0.44
Rated input current (A)	0.91~6.74
Max input current (A)	9.0
Power supply	230V/ 1Ph
Advised water flow (L/min)	65
Protection level	IPX4
Weight (kg)	66
Refrigerant R32 (g)	550
GWP value	675
CO2 equivalent (tonnes)	0.371
Contains fluorinated greenhouse gases.	
	
	

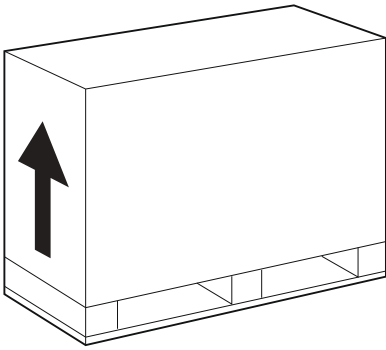
Safety

- Please keep the main power supply switch out of reach from the children.
- Ensure product installation and location is to local and national standards
- If power is suddenly disconnected during operation, and later the power is restored, the heater will start up automatically.
- Please switch off the main power supply in high storm weather to prevent the machine from damage that could be caused by lightning strikes.
- Any repairs should be carried out in a well-ventilated area. Any source of ignition is prohibited during the inspection.
- Safety inspection must be carried before the maintenance or repair for heat pumps with R32 gas in order to minimize the risk.
- If R32 gas leaks during the installation process, all operations must be stopped immediately and call your local service center.

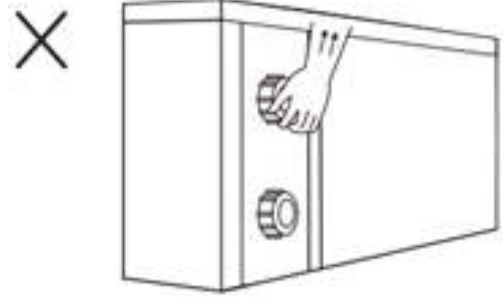
ABOUT YOUR HEAT PUMP

2.1. Transportation

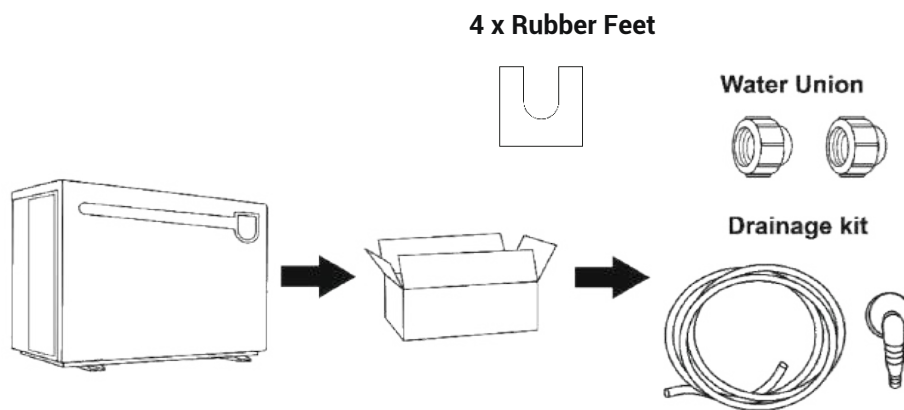
a. Always keep upright



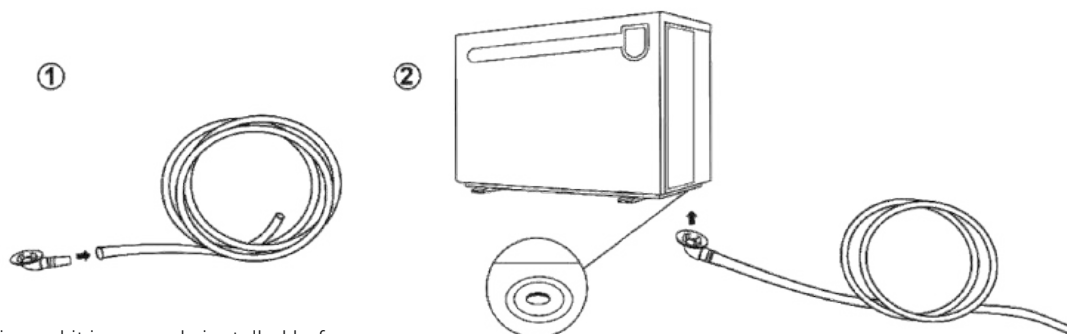
b. Do not lift the water union (Otherwise, the titanium heat exchanger may be damaged)



2.2 Accessories



Connection of the condensate drainage kit:



Ensure the drainage kit is securely installed before connecting pipework and electrical as it is easier to access

2.3 Features

- a. DC Twin-rotary inverter compressor of Mitsubishi
- b. DC Brushless fan motor
- c. EEV Technology
- d. Reverse cycle defrosting with 4-way valve
- e. High-efficiency twisted titanium heat exchanger
- f. Sensitive and accurate temp control and water temp display
- g. High pressure and low-pressure protection




2.4 Operating range

To provide you comfort and pleasure, please set swimming pool water temperature efficiently and economically.

- The heat pump can work between air -20°C~43°C,
- Temperature of heating 18°C~40°C
- Temperature of cooling 5°C~30°C

Ideal operation range is between air 15°C ~ 25°C.

2.5 Introduction of different modes

Mode	Modes	Strength
	High mode	Heating capacity: 100% ~ 20% capacity. Fast heating.
	Medium mode	Heating capacity: 80% ~ 20% capacity Automatic adjustment according to ambient and water temperature, intelligent optimization. High efficiency and energy saving.
	Low mode	Heating capacity: 50% ~ 20% capacity Operating at night.

2.6 Technical parameter

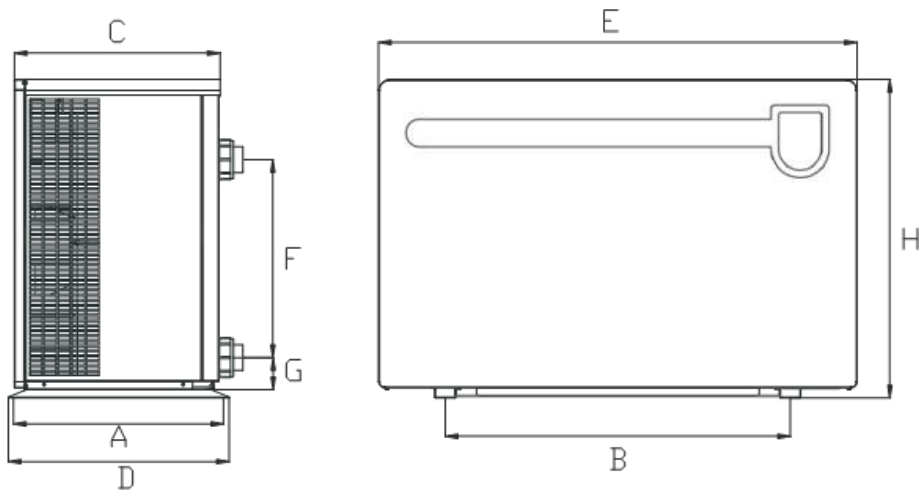
Madimack Elite V4 3D High Efficiency Heat Pump

Model Name	Elite V4 - 100	Elite V4 - 120	Elite V4 - 140	Elite V4 - 170	Elite V4 - 190	Elite V4 - 230	Elite V4 - 270	Elite V4 - 330	Elite V4 - 410
SKU	HPELV4AU100	HPELV4AU120	HPELV4AU140	HPELV4AU170	HPELV4AU190	HPELV4AU220	HPELV4AU270	HPELV4AU330	HPELV4AU410
PERFORMANCE CONDITION: Air 27°C/ Water 27°C/ Humid. 80%									
Heating capacity (kW)	9.8	11.8	14.2	17.0	19.0	23.0	27.0	33.0	40.8
COP	19.5~7.0	19.7~7.2	20.2~7.2	20.4~7.2	20~7.0	22.0~7.3	21~7.2	20.3~7.1	18.9~7.0
PERFORMANCE CONDITION: Air 15°C/ Water 26°C/ Humid. 70%									
Heating capacity (kW)	6.8	8.1	9.6	11.5	13.0	15.0	18.5	22.7	29.0
COP	7.6~5.1	8.1~5.2	8.5~5.1	9.0~5.3	7.9~5.0	9.6~5.6	8.9~5.2	8.0~5.2	7.8~5.0
PERFORMANCE CONDITION: Air 35°C/ Water 28°C/ Humid. 80%									
Cooling capacity (kW)	4.8	5.5	6.7	9.4	10.8	11.9	13.5	15.4	20.0
TECHNICAL SPECIFICATIONS									
Temperature set point range (°C)	5°C~40°C.								
Operating air temperature (°C)	-20°C~43°C								
Casing	Aluminum-alloy Casing								
Power supply	230V/1Ph								400V 3Ph
Compressor	Twin-Rotary Mitsubishi DC Compressor								
Electrical Connection	10A Plug	10A Plug	10A Plug	Hardwired	Hardwired	Hardwired	Hardwired	Hardwired	Hardwired
Rated input power (kW)	0.16~1.33	0.19~1.56	0.23~1.88	0.26~2.17	0.31~2.6	0.32~2.68	0.43~3.56	0.52~4.37	0.70~5.80
Rated input current (A)	0.70~5.78	0.83~6.78	1.00~8.17	1.13~9.43	1.35~11.3	1.39~11.65	1.87~15.48	2.26~19.0	1.01~8.41
Sound level at 1m dB(A)	36.0~41.8	36.0~42.5	36.3~43.9	37.2~45.5	37.5~46.0	37.6~46.8	37.9~48.2	38.2~48.7	38.8~49.3
Sound level at 10 m dB(A)	16.0~21.8	16.0~22.5	16.3~23.9	17.3~25.5	17.5~26.0	17.6~26.8	17.9~28.2	18.2~28.7	18.8~29.3
Advised water flow (L/min) ± 20%	50	65	70	85	100	135	140	180	220
Gas	R32								
Water connection (mm)	40mm								
Net dimension LxWxH (mm)	936*494*655 mm	936*494*655 mm	936*494*655 mm	1036*494*655 mm	1036*494*655 mm	1104*494*757 mm	1129*504*945 mm	1310*514*945 mm	1405*514*1070 mm

This heat pump is able to perform normal within air temp -20°C~43°C, efficiency will not be guaranteed out of this range. Please take into consideration that the pool heat pump performance and parameters are different under various conditions.

Related parameters are subject to adjustment periodically for technical improvement without further notice. For details, please refer to the nameplate.

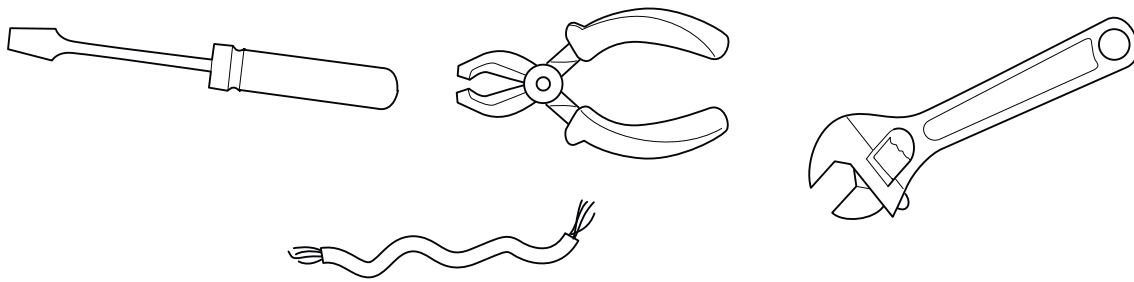
2.7 External dimensions



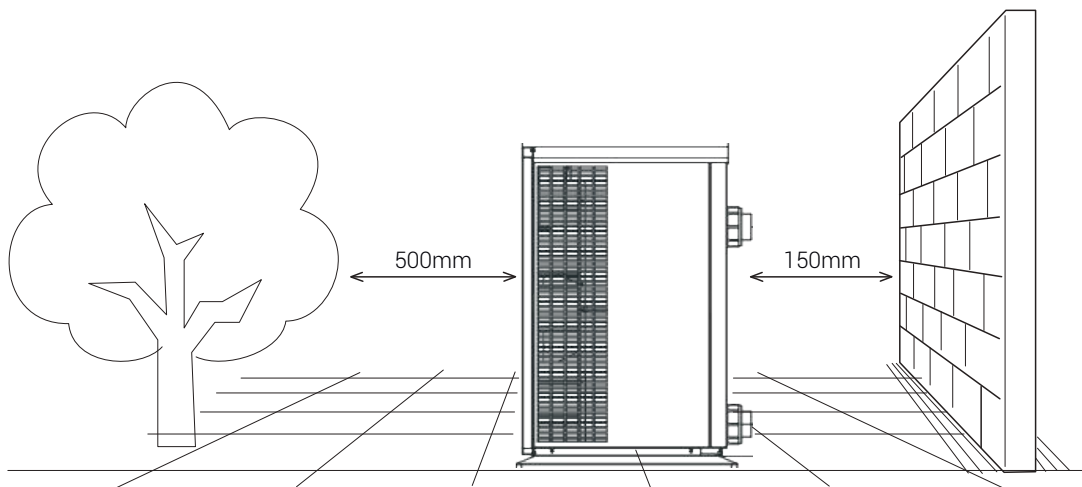
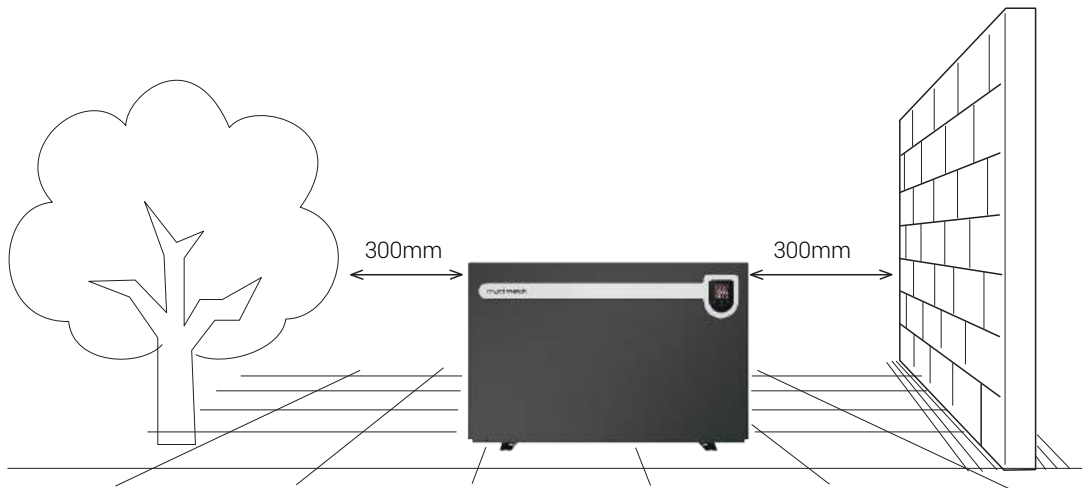
Size(mm) Name Model	A	B	C	D	E	F	G	H
ESV4-100	505	616	494	530	936	340	77	655
ESV4-120	505	616	494	530	936	340	77	655
ESV4-140	505	616	494	530	936	340	77	655
ESV4-170	505	715	494	530	1036	370	77	655
ESV4-190	505	715	494	530	1036	380	77	655
ESV4-230	505	784	494	530	1104	470	77	757
ESV4-270	505	808,	504	540	1129,	550	77	945,
ESV4-330	520,	939,	514	514,	1310,	570	75,	945,
ESV4-410	520,	994,	514	514,	1405,	670	75,	1070,

- Above data is subject to modification without notice.

Note: Above swimming pool heat pump specification drawing is for installation reference only to technical staff.

3.1 Tools Required for Installation**3.2 Installation Site**

- The unit must be installed outdoors
- A free space must be left around the unit (See dimensions regarding your specific unit in the following section section) to allow for maximum recycling of air and peak performance.



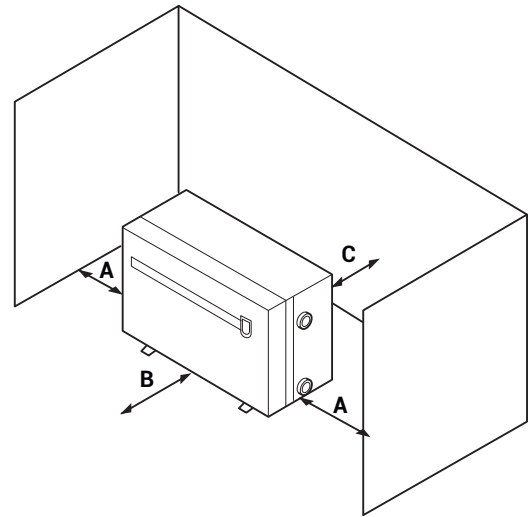
Distances used are specific to the ESV4-100 Model and are used as an example for preparing your heat pump installation site. Parameters are specific to each Madimack heat pump. Please use the specific parameters to your heat pump given in the following section to map out the heat pump installation site.

1st case: Single unit – 3 obstacles

Please note that these are absolute minimum distances and where possible should always have a greater difference. Under no circumstances should any of the distances be reduced as performance will be affected. More ventilation is better.

Air is circulated through the back of the heater and then through the sides. Think about where the air flow is going and try to ensure that it does not circulate back through the heater again.

Additional barriers to direct air away from the heater can be used. These units must be installed outdoors in a well-ventilated area, its recommended not to be installed in decks, under houses, in sheds, or any sorts of indoor locations.



1.0m clearance above

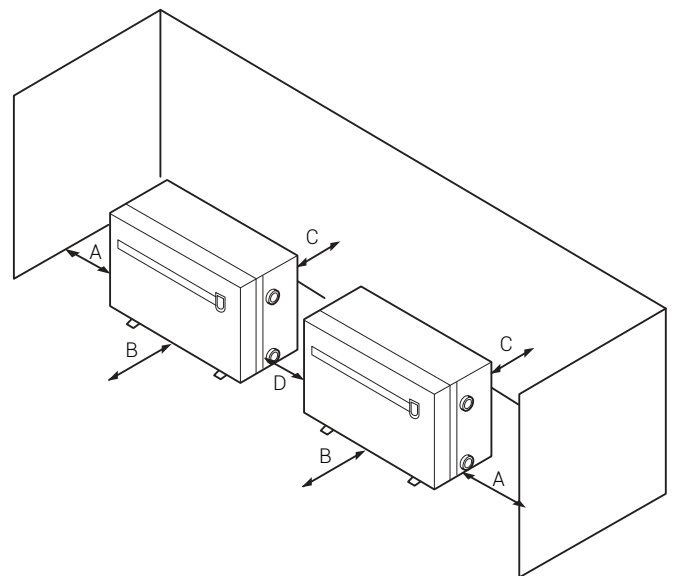
Model number	ESV4-110	ESV4-120	ESV4-140	ESV4-170	ESV4-190	ESV4-230	ESV4-270	ESV4-330	ESV4-410
Distance A (mm)	300	300	300	300	300	300	300	300	300
Distance B (mm)	500	500	500	500	500	500	500	500	500
Distance C (mm)	150	150	150	150	150	150	150	150	150

2nd case: Multiple units – 3 obstacles

Please note that these are absolute minimum distances and where possible should always have a greater difference. Under no circumstances should any of the distances be reduced as performance will be affected. More ventilation is better.

Air is circulated through the back of the heater and then through the sides. Think about where the air flow is going and try to ensure that it does not circulate back through the heater again.

Additional barriers to direct air away from the heater can be used. These units must be installed outdoors in a well-ventilated area, its recommended not to be installed in decks, under houses, in sheds, or any sorts of indoor locations.

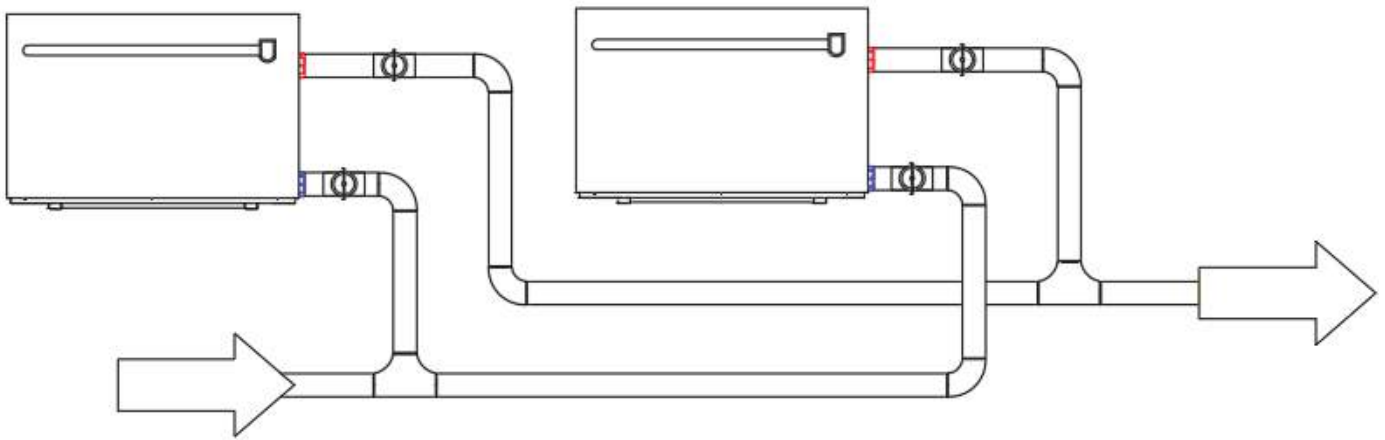


1.0m clearance above

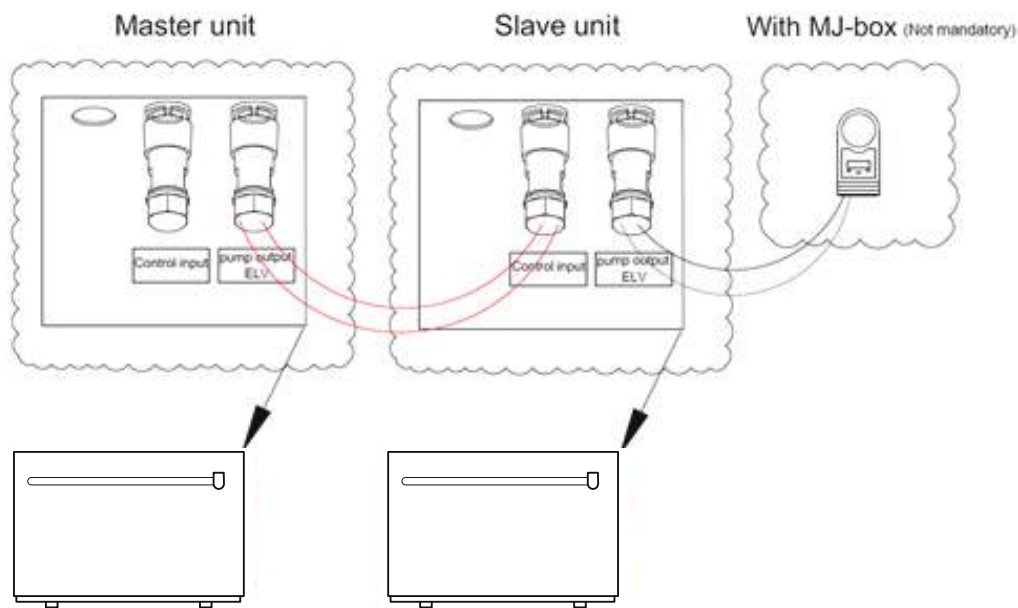
Model number	ESV4-110	ESV4-120	ESV4-140	ESV4-170	ESV4-190	ESV4-230	ESV4-270	ESV4-330	ESV4-410
Distance A (mm)	300	300	300	300	300	300	300	300	300
Distance B (mm)	500	500	500	500	500	500	500	500	500
Distance C (mm)	150	150	150	150	150	150	150	150	150
Distance D (mm)	600	600	600	600	600	600	600	600	600

Plumbing Multiple units:

Multiple heat pumps acting as one system should be connected in Cascade (Parallel Connection). Adequate flow rate should be provided to all the units in the system to ensure efficient heating (Please refer to the commissioning section in the manual to learn about heat pumps commissioning). The diagram below represents the cascade connection



Wiring Multiple Heat Pumps Together (Master and slave connection):




Wiring multiple heat pumps together can be achieved through a master and slave connection

- 1- The first unit to get the water flow is considered the "Master" and the second unit as the "Slave"
- 2- Each unit will have its own power supply.
- 3- Connect the pump output socket on the "Master" unit to the Control input socket on the "Slave" unit (See control socket connection diagram, section [depending on the designer])
- 4- Set your desired swimming temperature on the "Master" unit.
- 5- Set the "Slave" temperature to 40 degrees (must be higher than the set temperature on the master unit)
- 6- Master unit will now initiate the Slave unit either by switching on the heat pump manually from the controller on the front panel or through the timers set on the heat pump app (Must have strong Wi-Fi signal, if not a Wi-Fi booster is extended to cover the heat pump area)
- 7- Note: This setup can be neglected if the units are plumbed in Parallel and there is no external controller of any sorts is needed, in case there is an external controller or the plumbing was done in series then this wiring setup is mandatory.
- 8- In case of an MJ-Box is required, the fig 8 cable from the MJ-box connects to the pump output of the "Slave" unit.

Installation reminder

Only competent persons are authorized to install the heat pump and should be educated with the relevant building codes and standards of their current state or local governing body for all electrical, mechanical and water services to prevent danger or damage to the unit.

a. Location and clearances

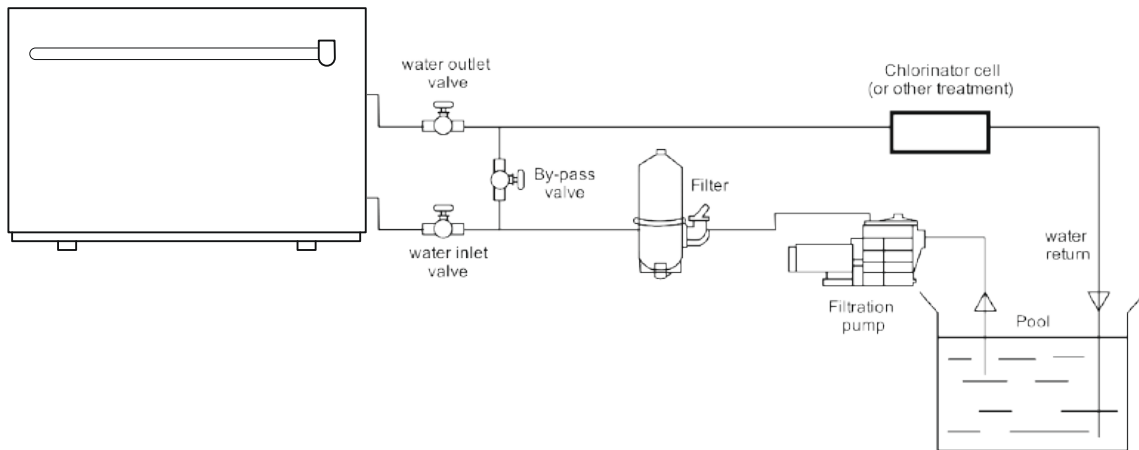
 The inverter pool heat pump should be installed in a well-ventilated area.

b. Typical installation diagram

Installations can differ dependent on-site conditions below is only a representation of one possibility.

Please see section: Installation options for more information of accessories available and different plumbing layouts


Note: the inlet and outlet positions for the pipework is a representation only and can be positioned differently.



Placing the unit and water connections

- 1) The heater should be placed on rubber feet (included)
- 2) The frame should be fixed by bolts (M10) to concrete foundation or brackets. The foundation must be solid and fastened and/or the bracket must be strong enough and antirust treated.
- 3) Do not stack substances that will block air flow near inlet or outlet area, and there is no barrier within 50 cm behind the machine, or it will affect the efficiency of the heat pump and even stop the machine.
- 4) The machine needs an appended pump (Supplied by the user).
The recommended pump specification water flow: refer to Technical Parameter, Max lift $\geq 10m$.
- 5) When the machine is running, there will be condensation water discharged from the bottom, please pay attention to it. Please hold the drainage nozzle (accessory) into the hole and clip it well, and then connect a pipe to drain the condensation water out.
- 6) It is highly recommended not to install indoor or in suffocated areas (this included doors and walls with slats. for indoor installation mechanical ventilation and specialised equipment must be installed. Please consult with your local service center for indoor installation requirements.

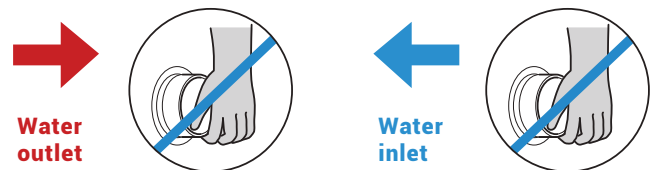
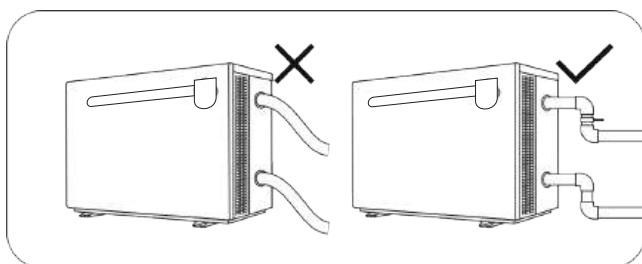
Water pipe connection

 The inlet and outlet water unions can't stand the weight of soft pipes.

The heat pump must be connected by hard pipes and the pipes should be supported by brackets to reduce downward weight on the water connections

Unit inlet and outlet water pipe connections are 40 mm

- PVC pipe is recommended to use for these water connections
- A reducer can be connected to the 40 mm connection to connect the heat pump to a system with piping larger than 40 mm
- Do not connect your heat pump to a pool system with pipes of a size less than 40 mm. This will affect the flow rate, the heating speed and the overall performance of the heat pump.
- Below is inlet and outlet symbols



References for protecting devices and cable specification

MODEL		ESV4-100	ESV4-120	ESV4-140	ESV4-170	ESV4-190	ESV4-230	ESV4-270	ESV4-330	ESV4-410
Breaker	Rated Current (A)	11	12	15	19		22.5			15
	Rated Residual Action Current (mA)	30	30	30	30		30			30
Power Cord (mm ²)		3x1.5	3x2.5	3x2.5	3x2.5		3x4			5x2.5
Signal cable (mm ²)		3x0.5	3x0.5	3x0.5	3x0.5		3x0.5			

> Above data is subject to modification without notice.

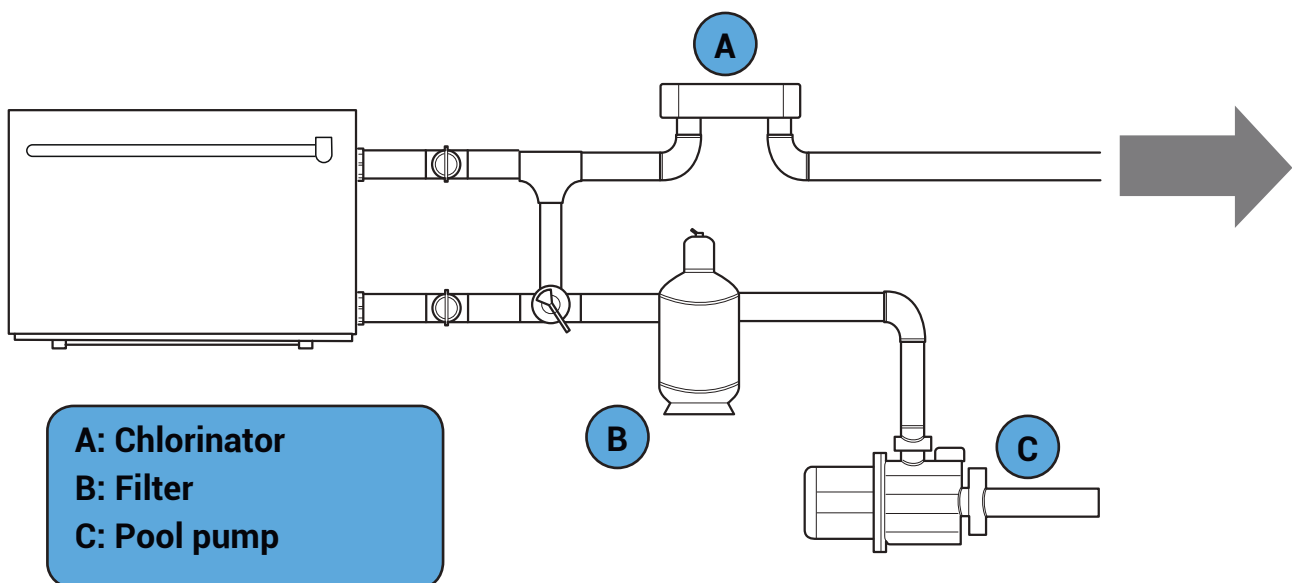
Note:

Above data is adapted to power cord < 10m. If power cord is 10m ~ 40m, the wire diameter must be increased, all electrical installation must be carried out by a qualified person. The signal cable can be extended to 50m maximum.

Installation options:

o Flow switch activated heating

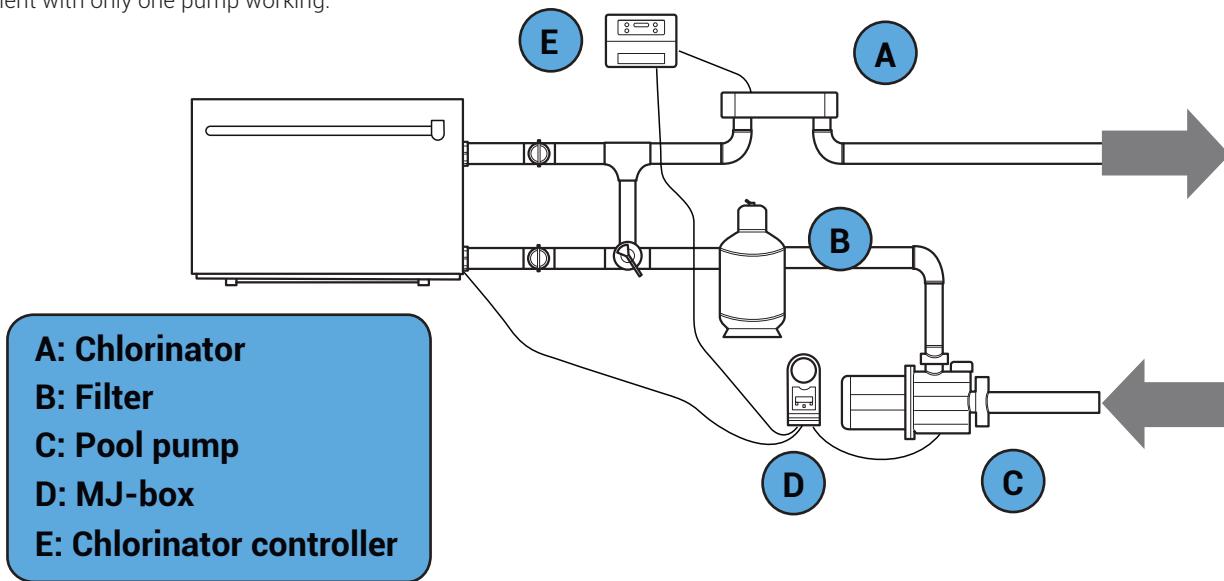
The heat pump is activated by the flow of water initiated from the filtration/circulation pump, if the heater gets to temperature within the timers the unit will first start to use the inverter technology to slow the machine down to maintain the temperature and eventually to a stop.



1. Chlorinator controller initiates the filtration pump either manually or through a timer.
2. Heat pump's flow switch senses the water flowing through the heat pump.
3. Heat pump starts and will run until temperature is reached or filtration pump switches off
4. No additional internal wiring to the heat pump is required in this set up
5. No additional settings needed to be changed.
6. If the circulation pump is not running and no flow is detected, the unit will display E3 – this is normal and an indication the unit is sitting idle waiting for the filtration pump to start again.
7. If the pool temperature is not reached within the filtration times you may need to extend the timers to match the heating requirement.

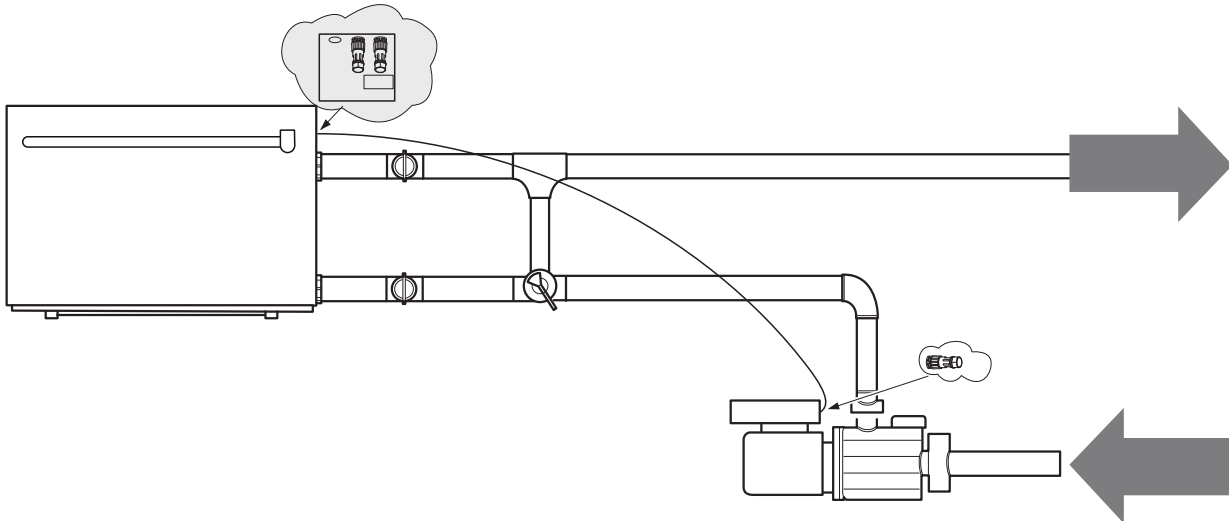
o Heat pump activation without using the chlorinator controller and using the one pump used for filtration (additional controller required)

An on-board pump output relay can activate the main filtration pump by using it in combination with a "single pump controller" without using the chlorinator timers needing to be activated which will stop over chlorination but still use a single supply pipework for the pool. This set-up is best when only single pipework is available from the pool and doesn't have individual heating pipework. Efficient with only one pump working.



1. Termination socket is labeled (Pump control output) found on the side of the heat pump and connects to P1 – P2 on the on-board relay and is activated by the timers (set on the Heat pump app) and pool temperature.
2. Once temperature is reached or the timer is finished the heat pump will switch off the relay output stopping the circulation pump.
3. If the pool reaches temperature but the timer is still active the heat pump will switch off relay to stop the circulation pump. Whilst the timer is still active every hour it will run the circulation pump for 2 minutes to test the water temperature. If the temperature is 1 degree below set point the heat pump will continue to run the circulation pump and start the heating process again.
4. Pump control socket only to be used with low voltage cable and devices
5. Heat Pump timers are set through the mobile application and requires a Wi-Fi connection. If no Wi-Fi is present, then additional external timer may be required or a Wi-Fi booster to extend a local Wi-Fi network (not supplied)
6. On the single pump controller (MJBOX), connect the black power cable to a 240V GPO, connect the grey piggyback cord into the chlorinator, and plug the water pump into the bottom of the single pump controller (MJBOX).
7. Connect the Fig 8 wire from the single pump controller to the pump control output terminals. (See control socket connection diagram, section [depending on the designer])

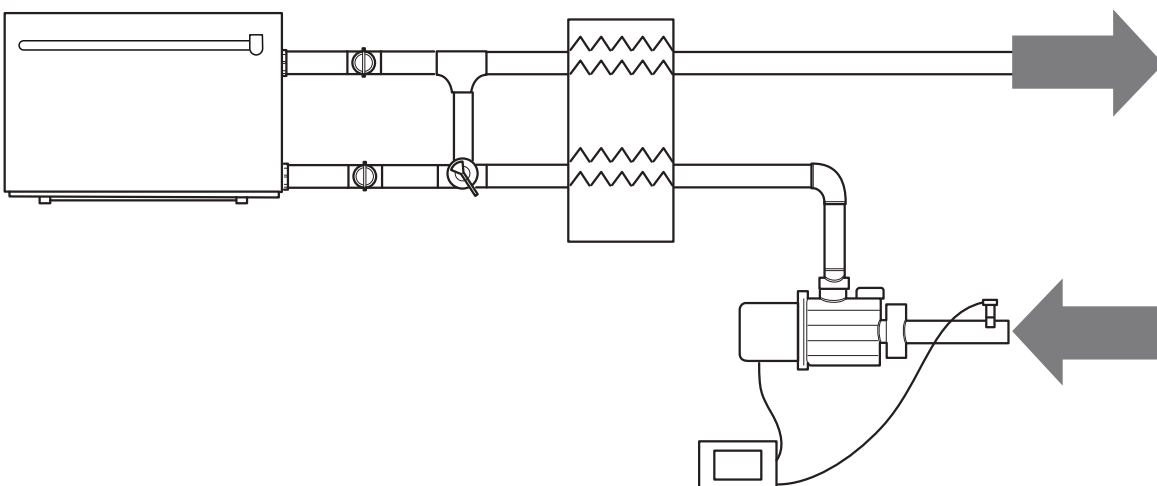
Individual circulation pump installation (Madimack heater + Madimack circulation pump)



- 1- See Pool Pump installation manual for more information on commissioning and how to set the pump. (pump should be in normally off state for activated control)
- 2- Termination socket is labeled (Pump control output) found on the side of the heat pump, connected to the quick connect socket that comes with the Inverflow pro and ultra pumps. InverFlow Eco pump cable sold separately (See control socket connection diagram, section [depending on the designer])
- 3- Once temperature is reached or the timer is finished the heat pump will switch off the relay output stopping the circulation pump.
- 4- If the pool reaches temperature but the timer is still active the heat pump will switch off the relay to stop the circulation pump. Whilst the timer is still active every hour it will run the circulation pump for 2 minutes to test the water temperature. If the temperature is 1 degree below set point the heat pump will continue to run the circulation pump and start the heating process again.
- 5- Heat Pump timers are set through the mobile application and require a Wi-Fi connection. If no Wi-Fi is present, then additional external timer may be required or a Wi-Fi booster to extend a local Wi-Fi network (sold separately)
- 6- Pool pump cannot be adjusted when controlled by heater and will be indicated by Di2 on the controller

o Solar retro

In some situations, when a heat pump is replacing a solar heating system, the pipework is available to be used next to the house but there is no way of adding a new electrical circuit to the pool equipment. With the use of an additional temperature sensor, you can use the in-built flow switch to activate the heating. Allowing you to use the existing solar pump and to install the heater closer to the switch board.



1. It may be impractical to get a new power cable from the house switch board to the pool equipment area due to finished flooring etc., in this case it may be possible to use the existing pipework which connects to the house and install a power cable from there.
 2. An external thermostat controller can initiate the existing circulation pump, thus running the heat pump through the flow switch for full temperature control.
- Please speak to your installer for more information.
3. No additional wiring to the heat pump is needed internally
 4. Timers are set on the external thermostatic controller
 5. Set heat pump to 40 degrees (above the set point temperature of the external temperature controller.)

o Automation systems and additional controls

The Madimack heat pump has an external controller input built into the heater. This is to allow for external connections such as automation systems, PV inverter controllers, or external timers.

The input is a volt free input and extra should be taken that the device connecting to is a volt free relay. For 230v inputs please see Madimack Automation Bridge (sold separately) for more information.

Connecting additional controls

230V auxiliary outputs, please see Madimack automation bridge (sold separately) www.madimack.com.au/brochures

The heat pump comes with easy to connect socket labeled as control input

The unit comes pre-wired with a bridge cable connected. To add an external control to activate the heat pump, remove the bridge and add in a volt free terminal connection. Please check with the automation system provider that the connection is volt free and the best way to install with their set-up.

Please see control socket connection diagram for further information around connecting to the socket.)

If the external controller is not initiating the heat pump to operate the display will show the word "OFF"

Madimack quick connect is a unique feature found in Madimack products aimed to simplify the installation process.

The sockets can be found on the right-hand side of the unit, used to simplify the process of connecting control cables from and into the heat pump (Volt free connections only).

If these are removed without being connected it may show EXT OFF on the display.



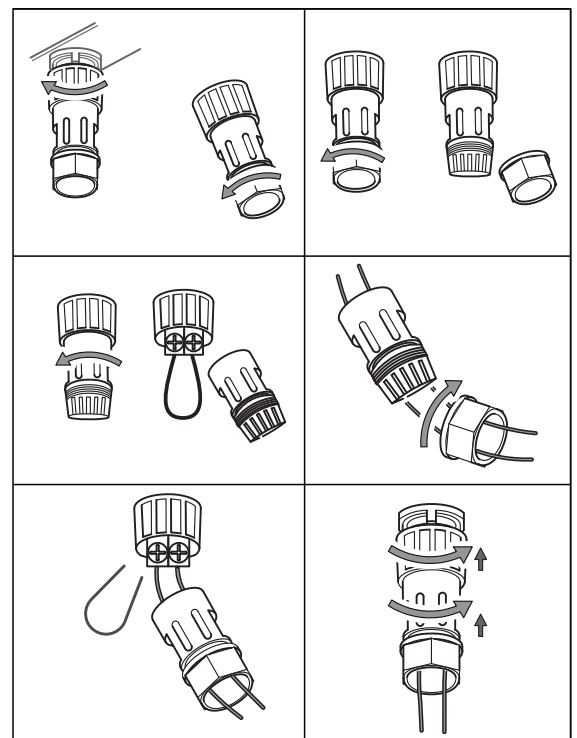
Control input (Slave connection input normally closed):

This is used to allow control over the heat pump from an external source, in this connection the heat pump is a slave of the external control signal and will only operate if it's getting the signal. This is a normally closed connection and has a loop wire inside. If you remove this socket the unit will not operate and will display EXT OFF on the controller.

To connect to external devices simply remove the looped wire and attach to the control output on the automation system. Please read and follow the instructions of the control Centre carefully. This is a volt free circuit

The control input socket can be used with the following:

- 1- External pool automation systems
- 2- A master heat pump in multiple heat pumps install.

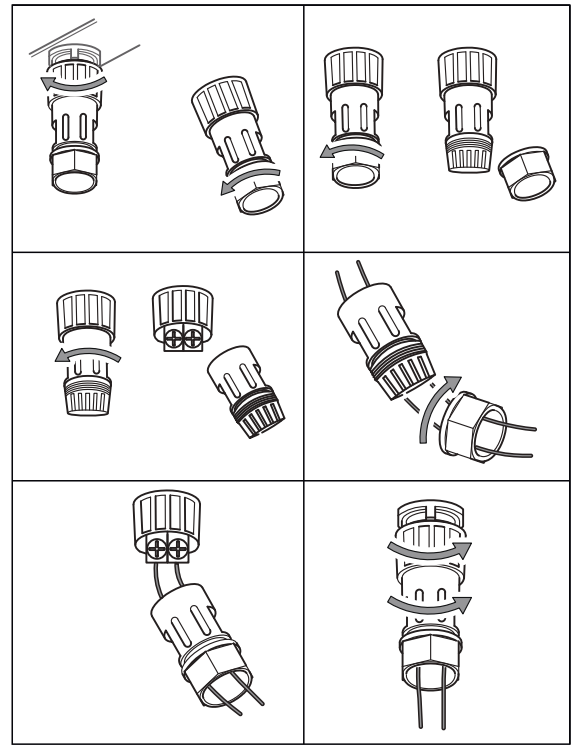


Pump output E.L.V socket (Output control normally open)

This socket is a normally open relay, when the heat pump is activated, the relay will close enabling external devices or products to be operated or controlled. An example of this is a heat demand controller which allows the water pump to run longer than the sanitization system or a water pump speed setting to control the speed of the pump when it is activated.

To connect to a heat demand system, unscrew the socket and connect to the two terminals, they are not polarity sensitive as it is a volt free relay

- 1- Enables control of a standalone water pump*
- 2- Enables control of heat demand controllers such as the Madimack MJ-box.
- 3- Enables control of a slave heat pump in multiple heat pumps install



OPERATION GUIDANCE

4.1 Key Function

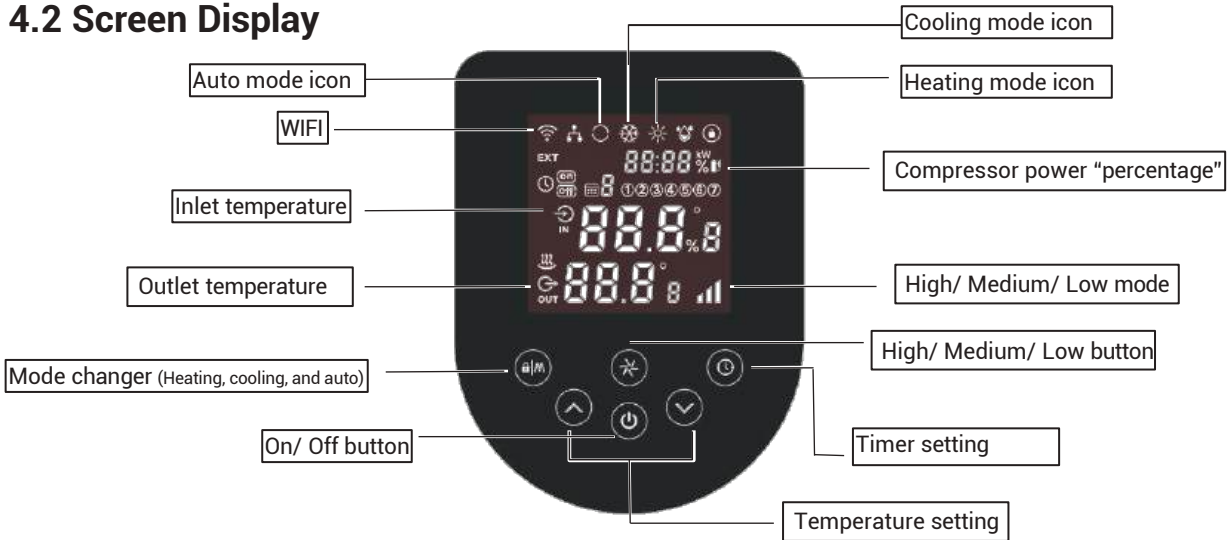


Symbol	Heating & cooling modes
	<ol style="list-style-type: none"> 1. Power On/Off 2. Wi-Fi setting
	<ol style="list-style-type: none"> 1. Lock/Unlock Screen 2. Heating mode (18-40°C) 3. Cooling mode (5-30°C) 4. Auto mode (12-40°C)
	<ol style="list-style-type: none"> 1. High mode 2. Medium mode 3. Low mode
	Temperature setting and navigation buttons
	Timer settings

Attention:

- i. The controller has power-down memory function.

4.2 Screen Display



a. Plugged without turning on



b. Power on



c. Unit turned off by an external controller

Only operational when switched on by the external controller.



	Heating mode
	Cooling mode
	Auto mode
	Compressor power "percentage"
	Wi-Fi connection
	Inlet
	Outlet

4.3 Operation Instructions

a. Screen Lock and switching on

1) There is an automatic screen lock function. No operation for more than 30 seconds, screen will automatically lock, and screen will dim while the lock button will light on, and other button light will be off.

2) Press " " for 3 seconds to unlock the screen; screen and buttons will light on.

3) Press " " to power on and start controller.



b. Power On

Press " " for 3 seconds to unlock screen
Press " " to power on machine.

f. Operating frequency

Compressor icon lights on during operation.
Operation frequency speed will be showed on screen as

c. Temperature Setting

Press " " and " " to display and set desired temperature

d. Mode Selection

Heating/Cooling/Auto

Press " " to switch between heating"", cooling " " and auto modes"".

- 1) Heating mode"": Water temperature setting range(18-40°C)
 - 2) Cooling mode"": Water temperature setting range(5~30°C)
 - 3) Auto mode"": Water temperature setting range(5~40°C)
- * When water inlet temperature (Pool temperature) is higher than set temperature, automatic cooling activates.
 - * When water inlet temperature (Pool temperature) is lower than setting point, automatic heating mode activates.

e. High/ Medium/ Low power mode

Heating mode: " " to switch between High mode , Medium mode and Low mode .

Cooling and Auto mode: only support High mode, and Medium mode.



4.4 Advanced operational Instructions

a. Time setting

1) How to check current time: Screen can be displaying either the clock or the running speed at one time, in case the screen is displaying running speed percentage, press "🕒" to check the time, it will be display for 10 seconds, then it will go back to showing the running speed percentage.

2) Clock calibration

When displaying time on screen, press "🕒" to enter clock calibration, hours digit will start flashing, use "⏴" or "⏵" to set the hours (long press "⏴" or "⏵" to adjust faster).

Press "🕒" to confirm hour setting, the screen will then move to the minutes digits which will start flashing, use "⏴" "⏵" to set the minutes (long press "⏴" "⏵" to adjust faster).

Press "🕒" to confirm minutes setting, the screen will then move to enter weekday setting, weekdays will start flashing, use "⏴" or "⏵" to set the weekday. Press "🕒" to confirm and exit the clock calibration.

3) Timer setting

a. 7-day timer setting

Hold "🕒" for 5 seconds and release to enter weekly timer setting. Hours and minutes will start flashing.

Starting Timer Setting begins with the first day of the week 1(Monday), and "on" will be displayed

Adjust hour and minute by pressing "⏴" or "⏵" (long press "⏴" or "⏵" to adjust faster), press "🕒" to confirm and enter timer setting for automatically turn off time, "off" will display,

Adjust hour and minute by "⏴" or "⏵" (long press "⏴" or "⏵" to adjust faster), press "🕒" to confirm the Monday timer setting. Please note that this process will need to be repeated for every day of the week that you need the heat pump to turn on. If you want to skip one day to have no timer, press "🕒" twice to skip the day.

The timer setting is saved in memory only when setting has gone through the whole week (Monday to Sunday).

Press "🔌" anytime or don't click any buttons for 30 seconds to exit the timer setting and disregard any changes made

The day icon (example: 1) is always lit when the timer of that day is active.

b. Resetting timer

Long press "🕒" for 10 seconds to reset timer setting.

Attention The controller has a power-down memory function.

b. Defrosting

1. Automatic defrosting: When machine is auto defrosting, "☀️" will flash, and will automatically go back to the original mode, "☀️" will be solid.

2. Manual Defrosting: To enter forced defrosting mode, the compressor must be working for more than 10 minutes. in heating mode, press "❄️" and "⏴" on touch controller simultaneously for 5 seconds to start forced defrosting, "☀️" flashes indicating that defrost has started, "☀️" will stop flashing once defrost cycle is over and the unit will go back to the original mode.

(Remarks: the interval between each manual defrosting should be more than 30 minutes.)

c. Running Status Checking

1) Hold "❄️" for 5 seconds to enter running status check.

2) During this time, the screen will show the status symbol "C0" and its corresponding value.

3) Cycle through the different C values using "⏴" and "⏵", the corresponding value will also change.

4) To return to the original screen Press "❄️" or otherwise the heater will automatically exit the status check after 30 seconds will exit "Running Status Checking" mode

5) Running status checking table:

Symbol	Content	Unit
C0	Inlet water temp	°C
C1	Outlet water temp	°C
C2	Ambient temp	°C
C3	Exhaust gas temp	°C
C4	Evaporator coil pipe temp	°C
C5	Return gas temp	°C
C6	Cooling coil pipe temp	°C
C9	Cooling plate temp	°C
C10	EEV opening angle	P
C11	DC fan speed	r/min

d. Temperature display conversion (Celsius/Fahrenheit)

When the screen is on, Press "⏴" and "⏵" simultaneously for 5 seconds to switch the display between degrees Celsius and degrees Fahrenheit.

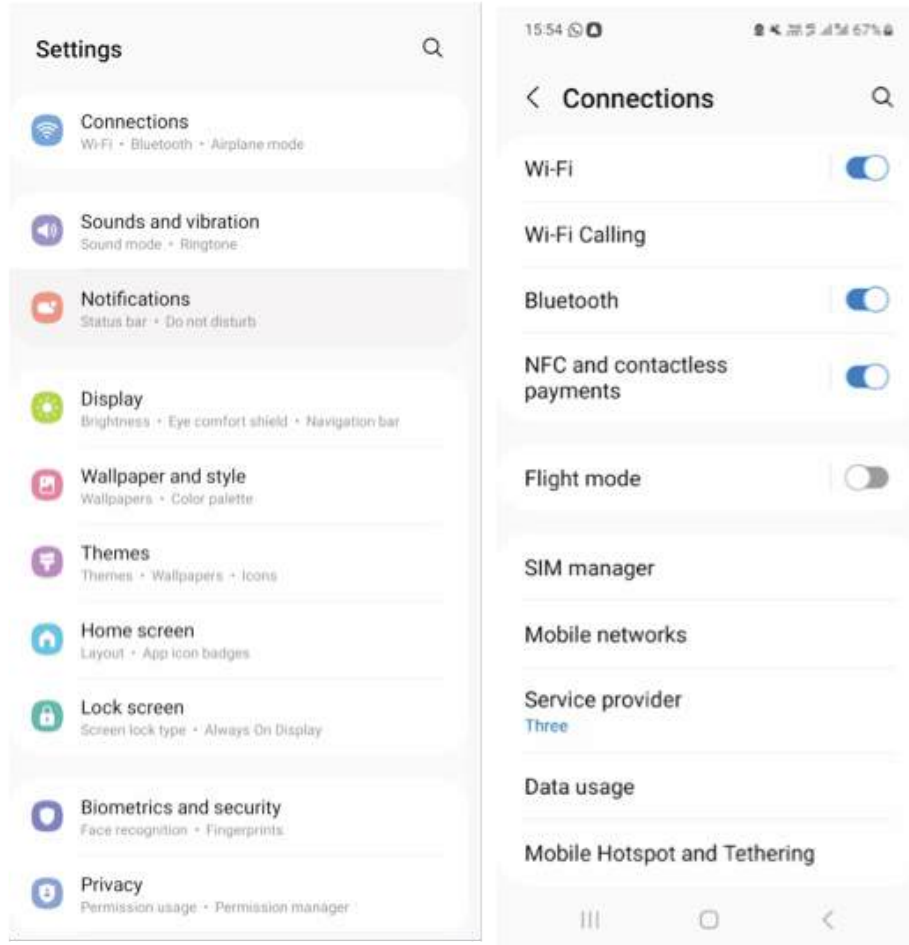
e. Running speed percentage/time display conversion

When the screen is on, press "🔌" and "⏴" simultaneously for 5 seconds to switch the display between running speed percentage and time.

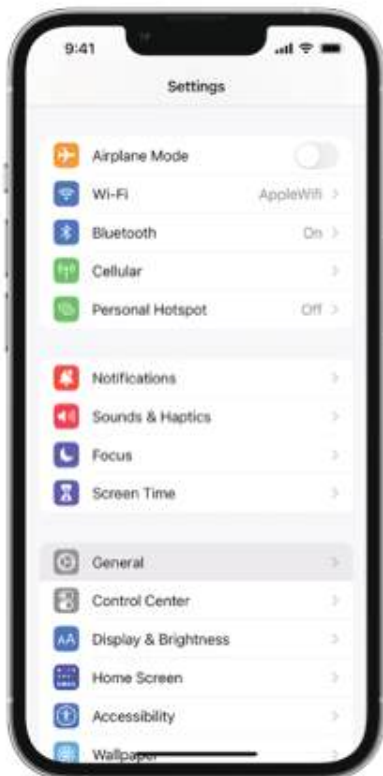
g. Wi-Fi

Before you start the WIFI process, please make sure both your Bluetooth and WIFI are turned on your mobile device. This can be seen below for Android and iPhone users

Android



iPhone



1) Wi-Fi connection

When the screen is on, press "⏻" for 3 seconds, after "📶" flashing, enter Wi-Fi connection.

Connect Wi-Fi on mobile phone and input password, and then control equipment by Wi-Fi. When APP connects Wi-Fi successfully, "📶" lights on.

2) WIFI reset (WIFI password change or the network configuration change)

Press "⏻" for 10 seconds, after "📶" slowly flashing for 60s, and lights off. Clear configuration records and repeat step 1).

3) "📶" will always be on after connection.

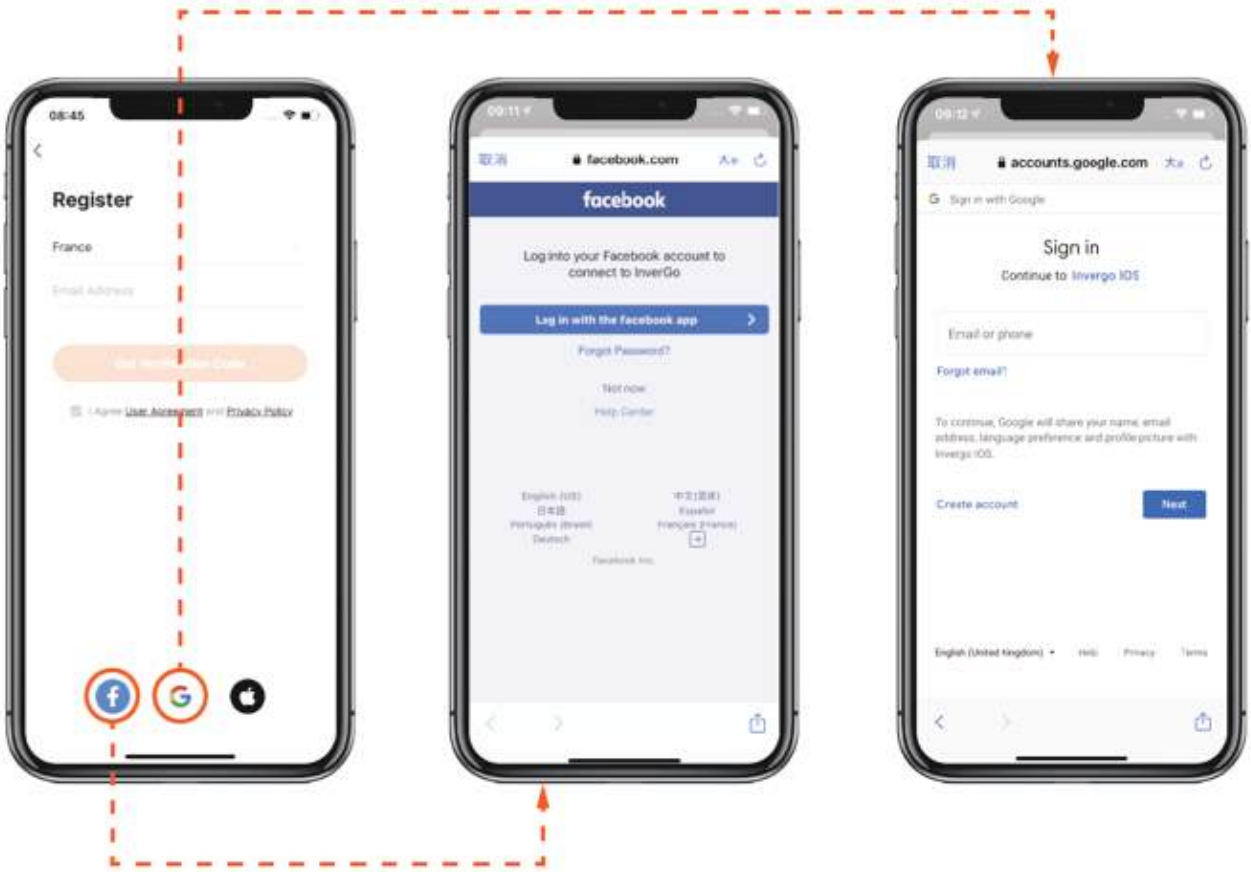
Please see picture on the next page for detailed instructions:

1

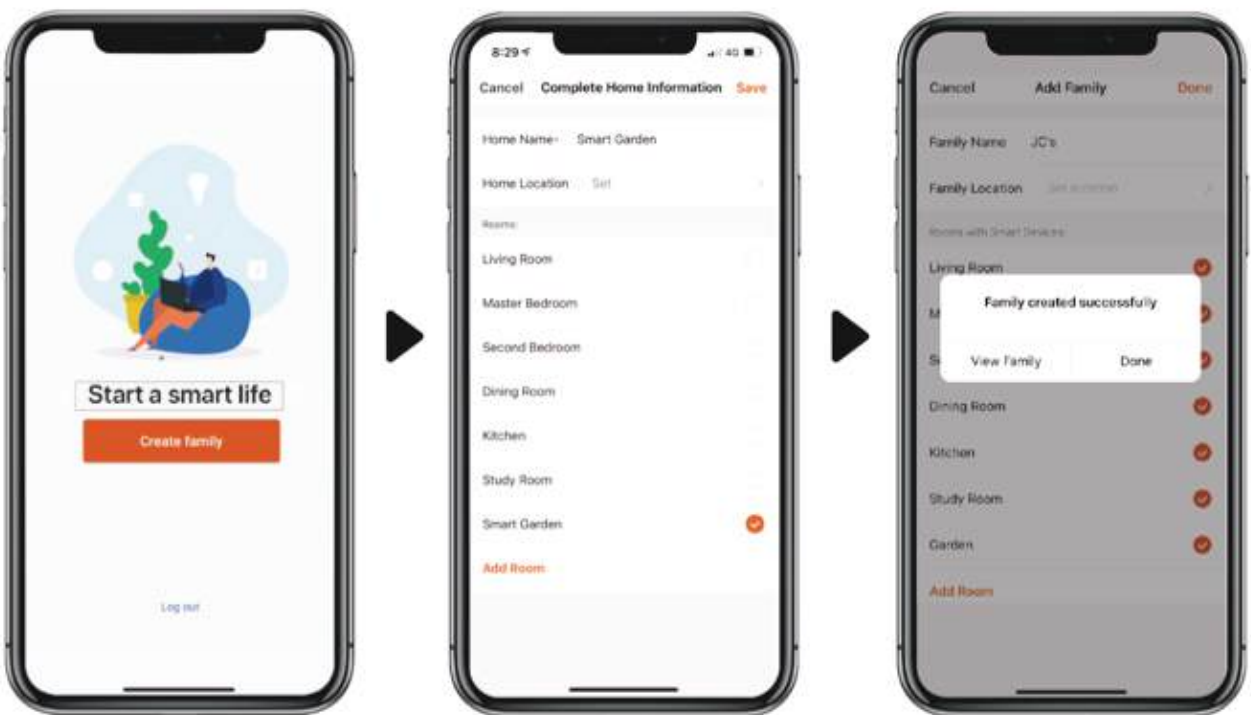


2

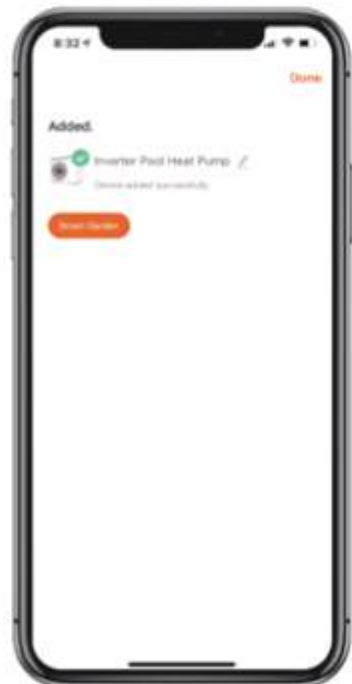
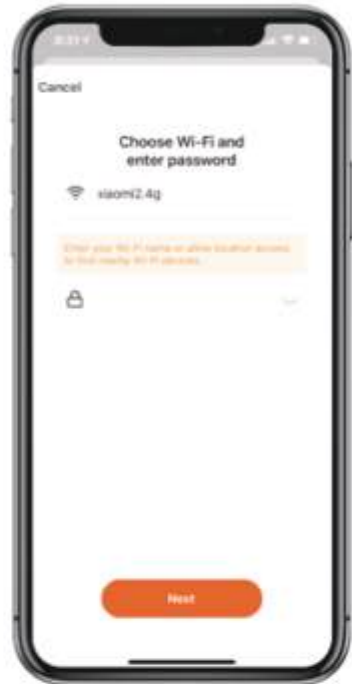
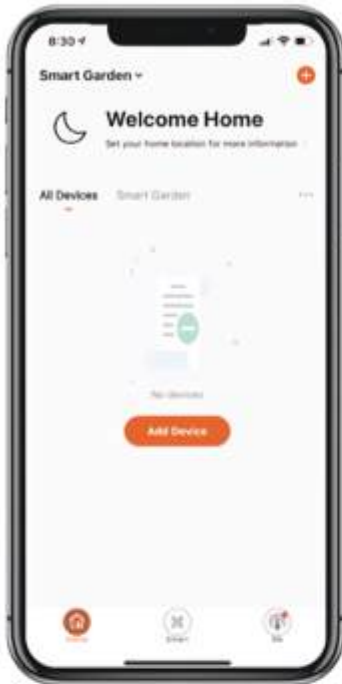




3



4

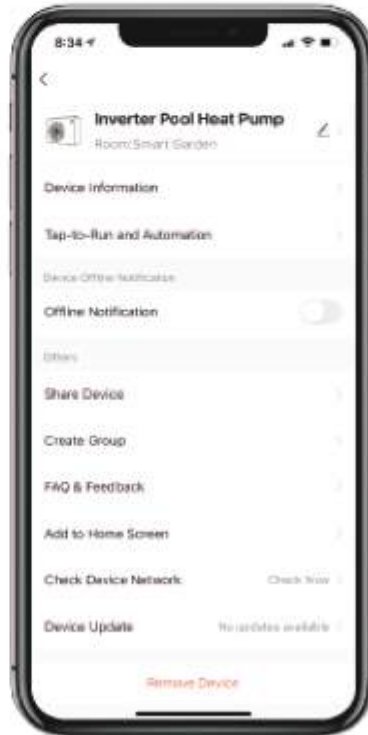




5



6 Sharing device with others



h. Defrost

Automatic defrosting: When machine is auto defrosting, "❄️" will flash, and return to previous working mode when it

- 1) Defrost mode usually lasts for around 15 minutes, during this period, the heat pump fan will stop running, and relatively louder noise will be heard. The heat pump will reverse the refrigeration cycle in an attempt to melt any frost that has formed on the internal components, therefore it's totally normal to witness higher condensation rate around the unit (Frost melting) and white smoke coming out of the unit (Water Vapor).
- 2) The whole process is completely automated and you don't need to worry about it.
- 3) In case the heat pump is engaging the defrost cycle multiple times within hours, and in temperatures above 16 – 17 degrees of ambient air this indicates that there is an issue in the ventilation, check the ventilation clearances section in the manual and make sure that your heat pump is fitted to the recommended distances.
- 4) Manual Defrosting: To enter forced defrosting mode, the compressor must be working more than 10 minutes. in heating mode, press "❄️" and "⏮️" on touch controller simultaneously for 5 seconds to start forced

(Remarks: the interval between manual defrosting should be more than 35 minutes.) Operation and end of Automatic and Manual defrosting is the same.

1. Heat pump checks before use

- a. Inspect heat pump before use
- b. The ventilating device and outlets are operating adequately and are not obstructed.
- c. It's prohibited to install refrigeration pipe or components in corrosive environment.
- d. Inspect the electric wiring on the basis of the electric wiring diagram and earthing connection.
- e. Double confirm the main machine power switch should be off.
- f. Check the temperature setting.

2. Leakage Detection Notice and Method

- a. Leakage checking is prohibited in closed areas.
- b. The ignition source is prohibited during the leakage inspection. A halide torch (or any other detector using a naked flame) shall not be used.
- c. Leakage detection fluids can be applied with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe.
- d. Vacuum completely before welding. Welding can only be carried out by professional personnel in the service center.
- e. Please stop using while gas leakage occurs, and contact professional personnel in the service center.

3. Trial

- a. The user must "Start the Pump before the Machine, and Turn off the Machine before the Pump", or the machine will be damaged.
- b. Before starting the heat pump, please check for any leakage of water and set the appropriate temperature, then switch on the power.
- c. In order to protect the swimming pool heat pump, the machine is equipped with a time lag starting function, the fan will run 1 minute earlier than the compressor when starting the machine, and it will stop running 1 minute later than the compressor when power

Running status checking

Press "❄️" for 5 seconds to enter running status checking. During this time, the display will show the status symbol "C0" and corresponding value. Change status through "⏮️" and "⏭️" to check corresponding
Press "❄️" to quit "Running Status"

Running status checking

Running status checking

Symbol	Content	Unit
C0	Inlet water temp	°C
C1	Outlet water temp	°C
C2	Ambient temp	°C
C3	Exhaust gas temp	°C
C4	Evaporator coil pipe temp	°C
C5	Return gas temp	°C
C6	Cooling coil pipe temp	°C
C9	Cooling plate temp	°C
C10	Electronic Expansion Valve (EEV) opening angle	P
C11	DC motor fan speed (AC motor fan is unavailable)	r/min

1. "P" Parameters Checking

1.1 Press "⊗" and "⬆" together for 5 seconds to enter "parameter checking" status, parameter code "NO.P0" will blink on the parameter value "2" will display on the

1.2 Press "⬆" Key and "⬇" Key to check the parameters.

1.3 Press "⏻" key to exit "parameter checking"

2. Modify parameters

2.1 In "parameter checking" status, press "⊗" to enter "parameter setting" status. At this moment the "parameter value" will

"⬆" and "⬇" to change the parameters

2.3 Press "⊗" to confirm and return to the previous status; Or press "⏻" key to quit and return to the previous

3. Parameter Table

NO.	Content	Adjust range	Step length	Default
P0	Water pump running way	0: Continuation 1: Water temp control 2: time/water temp control	1	2
P1	Time setting (only available when the water pump running way is set to "2")	10 ~ 120min	5 min	60 min
P2	Compressor continuously running time in defrosting mode	30 ~ 90min	1min	35min
P3	Defrosting start temp	-17 ~ 0°C	1°C	-7°C
P4	Defrosting running time	1 ~ 12min	1min	12 min
P5	Defrosting quit temp	8 ~ 30°C	1°C	13°C
P6	Single pump option	On/off 50 ~ 100	1	off
P10	Compressor speed control	0: Auto, 1: Manual	1	0
P12	Electronic expansion valve overheat level (heating)	-10 ~ 20	1	3
P13	Electronic expansion valve overheat level (cooling)	-10 ~ 20	1	5
P14	Electronic expansion valve manual/auto	0: Auto, 1: Manual	1	0
P15	Electronic expansion valve opening setting (heating)	50 ~ 240	2P	175 (H5)
P16	Electronic expansion valve opening setting (cooling)	50 ~ 240	2P	175 (H5)
P20	Power off memory function	0 – NO, 1 – YES	1	1

Flow Rates

OPTIMUM FLOW RATE DIFFERENTIAL FROM INLET TO OUTLET IS BETWEEN 2-3 DEGREES

HIGHER TEMPERATURE SET POINTS REQUIRES HIGHER WATER FLOW AND SHOULD BE ONLY 0.5 -1 degree differential

Each Pool Heat Pump has a minimum flow rate requirement please check the specification table to ensure the circulation pump in use is adequately sized.

Calibrating the flow rate

By using the running status function on the touch controller, it is easy to calibrate the check valves installed for optimum flow rates through the heat pump.

Madimack Heat Pumps have a built-in flow switch which will deactivate the heating function if not enough water flow is detected. The Heat Pump has a large range operation up to a seven-degree differential. If the temperature differential is above 7 degrees, the built-in flow switch or E6 Error will be displayed indicating not enough flow detected.

PROBLEMS WITHOUT AN ERROR CODE

Failure	Reason	Solution
When powered on, the controller displays a code.	Startup code	This is not a failure. Please wait until it disappears.
Unresponsive controller	Some models have a screen lock function.	Hold the lock button until the controller beeps and illuminates
Heat pump doesn't run	Improper operation No power Unit is powered off Burned fuse The breaker is off Voltage anomaly	Make sure that the heat pump is switched on, click the power button after unlocking the controller. Electrician to check voltage across power terminals if needed.
Unit suddenly starts or stops running.	The unit may be in defrost. At this point the fan stops spinning and the heat indicator on the controller will flash. Some models have a timed power on/off function. Once the set temperature is reached, the heat pump will go back to heating	Not failure, the unit will switch back after defrosting automatically, louder noise, higher rate of condensation, and sometimes water vapor can be noticed coming out of the heat pump, that is normal and natural.
Fan running but with insufficient heating.	Evaporator blocked. Air inlet and/or outlet blocked. 3 minutes start delay protection for compressor	Make sure that flow rate and ventilation requirements are satisfied. Seek a swimming pool heating evaluation from Madimack team to check the heat pump ability to heat in certain conditions
Display normal, but no heating.	Set temperature too low, heat pump hibernates for an hour before checking the set temperature again	Make sure that the set temperature is higher than current temperature, if recently has been changed, reset the heat pump from the main power supply to read the new set temperature
Unit is releasing white smoke.	The unit is defrosting. Its not smoke, its water vapor	This is not a failure. Please wait until the unit finishes defrosting.
Unit is leaking water	In heating mode, condensation will be generated on the evaporator and released through the bottom of the unit	This is not a failure, make sure that your drain hose is connected and is going to a local drain point, units can produce up to 50 – 70L of water condensation per day as a result of heating pools
Screen Shows OFF	The screen is showing off but is powered on	Solution in section 6 on the next page
If above solutions don't work, please contact your installer with detailed information and your model number. Don't try to repair it yourself.		

PROTECTION AND FAILURE CODE

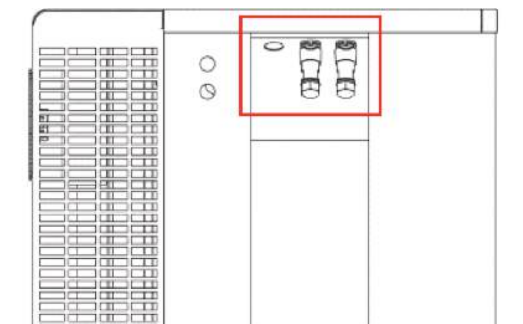
Error	Component corresponding	What did the error detect?	Solution
E1	High pressure protection	High gas pressure switch	1. Check waterflow and make sure its adequate as per the specs 2. Check ventilation clearances as per specs
E2	Low pressure protection	Low gas pressure switch	1. Check for any possible damage on the heat pump fins located at the back 2. Restart the heat pump
E3	No water protection	Low water flow rate	Make sure that water pump is running, check for any source of water restriction such as closed valve, blocked filter or skimmer box, blocked pipe
E4	3 phases sequence protection	Electrical power connection	Check the power connection to the pump
E5	Power supply excesses operation range (Not failure)		1). Restart the heat pump from the main power supply, switch off for 20 minutes then switch back on
E6	Excessive temp difference between inlet and outlet water (Insufficient water flow protection)	High temperature difference	Waterflow is too slow, increase the flowrate going through the heat pump, adjust bypass valves and any flow control valves to allow more water flow through the heat pump. Increase the speed of water pump if possible
E7	Water outlet temp too high or too low protection	Water flow rate in pipes	Check if there is any blockage in the inlets, outlets, and through the pipe
E8	High exhaust temp protection	Compressor overheating	Check ventilation and waterflow requirements

How to troubleshoot your unit when your screen displays EXT OFF

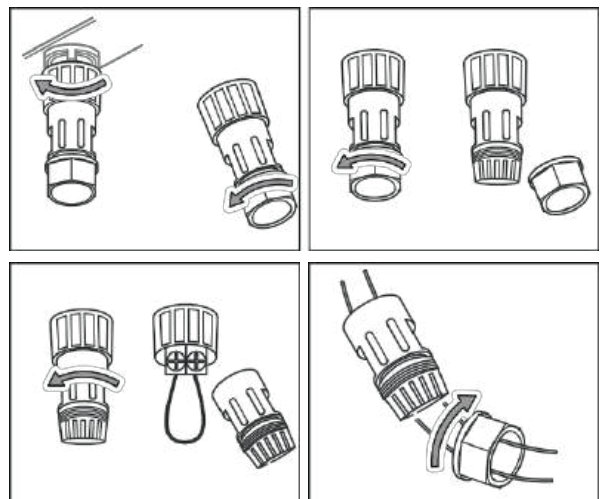


1. Check plugs are working.
2. Check your external controller is switched on.
3. Check the external controller connection is not loose.
4. Check the bridge cable on the control input socket has been removed. For older units, the bridge cable on terminals 5 and 6 has been removed or loose.
This can be found by unscrewing the top of your quick connect cable

5. In case of an automation system is connected to the heat pump:
 - Check the timers set on the automation system and make sure that the automation times are active. Once the timer is active the "off" will clear and the heat pump will start within few minutes.
 - Check that the heat pump option on the automation system is running the heat pump.
6. In case of no automation system is in place:



- Make sure that you have the quick connect socket (control input) plugged in properly inside the unit.
- If the above is ok, take out the control input socket and (check quick connect guide for a step-by-step instruction and make sure that the small wire inside is fitted in properly and is not loose.
- If the above is ok, remove the unit's top cover to access the electrical board (must be done by a professional electrician), "5" and "6", make sure that the wires on this terminal are fitted in properly and nothing is loose or off.
- If you are still facing issues please contact our technical line on 1300 899 737



Electrical parts

Electrical spare parts



Refrigerate system spare parts



Others spare parts



Exploded diagrams of ESV4 Heat Pump

ESV4 100/120/140/170/230/280/330/410



Exploded diagrams of ESV4 Heat Pump

ESV4330

Exploded diagrams of ESV4 Heat Pump

ESV4410

Madimack Pty Ltd Warranty – Swimming Pool Heat Pumps

1. GENERAL

- 1.1 This warranty is provided by Madimack Pty Ltd.
- 1.2 For the purposes of this document, the Madimack heat pump swimming pool heater is referred to as the “unit”.
- 1.3 Madimack offers a trained and qualified national service network to repair or replace components at the location of the heat pump, subject to the terms of this warranty. Madimack Service can also provide preventative maintenance and operational advice however cannot give site specific advice and would be recommended to speak to the original installer or dealer
- 1.4 For more details about this warranty, please visit www.Madimack.com
- 1.5 If a subsequent version of this warranty is published, the terms of that warranty will apply to units manufactured after the date specified in the subsequent version.
- 1.6 The application of this warranty is contingent upon payment for the unit being made in accordance with the Company's Standard Terms and Conditions.

2. TERMS OF THE MADIMACK WARRANTY AND EXCLUSIONS

- 2.1 The warranty period commences from the end user's date of purchase.
- 2.2 The decision to repair or replace a faulty component is at Madimack's sole discretion.
- 2.3 If you require a call out and the fault is not covered by the Madimack warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Madimack, that service will be at your cost.
- 2.4 Where a failed component is replaced under this warranty, the balance of the original warranty period remains effective. The replacement does not carry a new Madimack warranty.
- 2.5 If the unit is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, will be the owner's responsibility. This includes the cost of dismantling or removing cupboards, doors, or walls, and any special equipment to bring the pool heater to floor or ground level or to a serviceable position.
- 2.6 This warranty only applies to the original and genuine Madimack unit in its original installed location and any genuine Madimack replacement parts.
- 2.7 The Madimack warranty does not cover faults resulting from: a) Accidental damage to the unit or any component (e.g., acts of God such as floods, storms, fires, lightning strikes, and third-party acts or omissions). b) Misuse or abnormal use of the unit. c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory where the unit is installed. d) Connection of the unit in any way that does not comply with the guidelines outlined in the Owner's Guide and Installation Instructions. e) Repairs, attempts to repair, or modifications to the unit by anyone other than Madimack Service or a Madimack Accredited Service Agent. f) Faulty plumbing or faulty power supply. g) Failure to maintain the unit in accordance with the Owner's Guide and Installation Instructions. h) Transport damage where freight is arranged by others. i) Fair wear and tear from adverse conditions (e.g., corrosion). j) Cosmetic defects.
- 2.8 Subject to any statutory provisions to the contrary, this warranty excludes all claims for damage to furniture, carpet, walls, foundations, or any other consequential loss either directly or indirectly due to leakage from the unit, or from fittings and/or pipe work of metal, plastic, or other materials caused by water temperature, workmanship, or other modes of failure.
- 2.9 This warranty is void if the unit is installed by an installer not approved by Madimack or by persons who are not qualified to do so in the opinion of Madimack.
- 2.10 The warranty on the unit's internal heat exchanger covers failure due to water imbalance. It does not cover failure caused by hydraulic damage, such as excess pressure. The extended parts warranty covers the cost of a replacement heat exchanger but excludes labor or associated costs or the cost of any subsequent damage.
- 2.11 This warranty does not cover the replacement or replenishment of refrigerant within the unit.
- 2.12 It is a condition of this warranty that the customer has correctly and precisely stipulated the capacity and performance required of the System and the conditions under which the System shall operate. Any performance figures given in the Quotation or mentioned or referred to before the contract are expectations based on tests but are not guaranteed. All such performance figures, whether analytical or financial, are estimates only, and the customer must independently satisfy themselves of their accuracy and completeness. Failure to perform as specified should be notified to us in writing, and we shall be given every reasonable opportunity to investigate the cause of the failure and recommend remedial action. If it is clearly established that the fault is due to an error in calculation by us or failure by our employees to carry out instructions, we will rectify the fault at no cost to the customer within a reasonable time period.

3. WHAT IS COVERED BY THE MADIMACK WARRANTY

3.1 Madimack will repair or replace a faulty component of your unit if it fails to operate in accordance with its specifications. 3.2 For the full warranty terms and conditions for the unit, scan the QR Code below.

4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

4.1 To make a claim under this warranty, you need to: a) Be the owner of the unit or have the consent of the owner to act on their behalf. b) Contact Madimack Service without undue delay after detection of the defect and within the applicable warranty period. 4.2 You are not entitled to make a claim under this warranty if your unit: a) Does not have its original serial numbers or rating labels. b) Is not installed in Australia.

5. HOW TO MAKE A CLAIM UNDER THIS WARRANTY

5.1 To make a claim under this warranty: a) Contact Madimack at support@madimack.com and provide the owner's details, the address of the unit, a contact number, and the date of installation of the heater, or if that's unavailable, the date of manufacture, model, and serial number (from the rating label on the heater). b) Madimack will arrange for the heater to be tested and assessed on-site. c) If Madimack determines that you have a valid warranty claim, Madimack will repair or replace the heater in accordance with this warranty. 5.2 Any expenses incurred in making a claim under this warranty will be borne by you.

6. THE AUSTRALIAN CONSUMER LAW

6.1 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.

6.2 The Madimack warranty is in addition to any rights and remedies that you may have under the Australian Consumer Law.

7. THE CONSUMER GUARANTEES ACT 1993 (NEW ZEALAND)

7.1 Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (New Zealand). If the goods fail to comply with the applicable guarantees under the Consumer Guarantees Act 1993 (New Zealand), including the guarantee as to acceptable quality, the guarantee as to correspondence with description, or the guarantee as to repair and parts, or if the goods fail to comply with any express guarantee given by Madimack, you are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage.

7.2 The Madimack warranty is in addition to any rights and remedies that you may have under the Consumer Guarantees Act 1993 (New Zealand).

8. INTERNATIONAL WARRANTY PROVISIONS

8.1 Contact Madimack for international warranty terms and conditions.

Making a claim

The following steps should be taken when making a warranty claim with Madimack Pty Ltd.

- 1) Owners experiencing issues with their system are to contact Madimack Pty Ltd service departments online portal to and provide the requested information.
- 2) A service agent will review the provided information and will contact you on the provided phone number to try and solve the issue
- 3) If the issue cannot be dealt with over the phone, owners will be supplied with details of service agent in their area
- 4) Owners will need to contact and deal with service agents directly in relation to the booking in and payments of works related to the service or repair of their Madimack Pool Heat Pump
- 5) Owners can claim reimbursement for costs of works covered under the product warranty when completed by an approved Madimack Service Agent. When making a claim, owners will need to provide the following documents
 - Proof that you are the original system owner – original invoice showing owner name and property address
 - Copy of invoice from an approved Madimack approved service agent
 - For a major defect a copy of the report for major defects from approved Madimack Service agent
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Please complete all the details below from the installer and store this card along with the purchase docket in a safe place.
Please take 2 or 3 photos of the installation and with this information upload them online at <https://www.madimack.com.au/warranty-registration>

Supplied by	
Date of Purchase	
Installed by	
Installer No (if applicable)	
Date of Install	
Owners full name	
Address of Premises	
Telephone number	

Make	
Model	
Serial	
Commissioning	
By pass valve fitted?	
Temperature difference	
Notes	

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