



Victorian Energy Upgrades – VEECs Creation for Heat Pumps Installed from 1st February 2025

The Essential Services Commission has made it a requirement for continued participation in the Victorian Energy Upgrades program (Activities 1D(i) & 3C) that product manufacturers / importers provide a minimum five year whole-of-product warranty for their heat pump water heaters where they have been installed from the 1st February 2025 and VEECs have been created for the installation.

Everhot Heat Pump Water Heater 5-Year Whole-of-Product Warranty

An Everhot heat pump water heater, without limiting the original periods of the product warranty, will have a 5-year whole-of-product warranty applied to the water heater where VEECs have been created for an installation that has occurred from the 1st February 2025. Proof of VEECs being created, i.e. installation quote showing number of VEECs and dollar value, plus proof of purchase (as applicable) must be produced at the time of the service call to benefit from the modified warranty.



This applies to the Everhot Heat Pump Model 251E280.

The Terms of the Warranty and Exclusions to it and entitlement to make a claim remain unchanged. Refer to the Warranty Statement in the Owner’s Guide and Installation Instructions supplied with the water heater.

The warranty coverage does not extend to non-Rheem supplied items and are not part of the water heater, such as a tempering valve, isolation valve, non-return valve, pressure limiting valve and other cold water valves.

The Warranty Periods Table below, replaces the Table in Clause 3.1 in the Everhot Warranty Statement.

Warranty Periods Table – Everhot Heat Pump Water Heaters

The Warranty Periods table below applies to an Everhot heat pump water heater where VEECs have been created for an installation that has occurred from the 1st February 2025 (for Activities 1D(i) & 3C).

What components are covered	The period from the date of installation in which the fault must appear in order to be covered	What coverage is received
251E280 Everhot Heat Pump Water Heaters		
All components, including the sealed system* and the cylinder	Years 1 to 5	Repair and/or replacement of the faulty component, free of charge, including labour.
The cylinder	Years 6 & 7	Replacement cylinder, free of charge. Installation and repair labour costs are the responsibility of the owner.

* The Sealed System includes components that carry refrigerant only.

Note – The Owner’s Guide and Installation Instructions for the 251280 Heat Pump Water Heaters has been updated (Revision dated February 2025) to include a revised Clause 3.2 in the Warranty Statement. This is available on request. This revised Clause now reads.

3.2 Without limiting the periods shown in the table in Clause 3.1, a 5-year whole-of-product warranty applies where:

- a) A hot water rebate has been received under Solar Victoria’s Solar Homes Program for a heat pump water heater installed from 1 July 2023, and / or
- b) Victorian Energy Efficiency Certificates (VEECs) have been created for a heat pump water heater installed from 1 February 2025.

For further details, call 131 031. Proof of receipt of the rebate and / or proof of VEECs being created, i.e. installation quote showing number of VEECs and dollar value, plus proof of purchase (as applicable) must be produced at the time of the service call.