

Sanden Eco Plus Heat Pump - Customer Information

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*** stainless steel tank only*

KJ Multi Maintenance has been providing quality heat pump hot water systems for approximately 15 years and strives to provide its customers with professional sales, detailed advice and quality installations.

We believe SANDEN heat pump systems are the best on the Australian market and this is backed by the Australian Government currently offering the largest rebates for any heat pump hot water system.

How it works

The Sanden Eco® Plus Hot Water Heat Pump System is a highly energy-efficient replacement for your traditional electric hot water system. It absorbs heat from the air and transfers it to heat water, in a way that saves energy, saves money and reduces greenhouse gas emissions. In fact, the Sanden Eco® Plus Hot Water Heat Pump System consumes 1kW of electricity to generate 4.5 kW of heat (COP = 5.0*), which equates to 20% of the energy used by a conventional electric system. Consequently, with the Sanden Eco Plus Hot Water Heat Pump System, you can save up to 80% of your conventional electric hot water energy costs.

Tank Sizes

The system comprises of a selection of Stainless Steel tanks ranging in size from 160 Lt, 250 Lt, 300Lt or 315 Lt. All tanks are Australian made and have a 10 year full warranty and an additional 6 year pro rata warranty, giving 15 years of reassurance*. There is also a 315Lt vitreous enamel tank specifically for areas with poorer water quality.

Heat Pump Unit

The Heat Pump Unit is Manufactured in Japan by Sanden and backed by Sanden Australia. This unit has a 6 year warranty*.

Installation

We'll happily discuss the best option for you including tank size and preferred location, water requirements and any other needs you may have.

We can work with your choice of plumber to ensure a quality installation.

As 'A' Grade electricians, we also remove your existing unit and connect the new one in accordance with relevant legislation.

Rebates

Rebates are often available from the Victorian and Federal Governments. We'll advise any savings relevant to your installation at the time of quoting. We can also handle your rebate on your behalf.

**Terms and conditions apply.*

In a new or existing build, installations will vary depending on your preferred locations for the tank and heat pump. In the example below, the tank sits on a concrete base while the heat pump is wall mounted.



The heat pump can be mounted above the tank, or floor mounted if preferred. Tanks sizes and capacities vary, so we'll discuss your options with you in detail before you make a commitment.

We specialise in replacing old and inefficient electric hot water services. There are lots of options and we'll ensure we discuss your needs with you before your quote and installation.



In this installation, the heat pump is mounted above the tank, saving space. Alternatively, this can be on the ground. Note all pipe work is lagged to ensure optimum performance and efficiency.

You might prefer the heat pump and tank to be in different locations. This is possible, as long as they are within recommended limits. This allows you to have the tank inside and the heat pump outside, as seen below.



We take pride in every installation - and we'll discuss installation options with you in detail before we quote. If you prefer, you can also advise your own choice of plumber.

Water Supply Quality

Water quality can vary depending on several factors including water source (s) and your location.

In some areas, you may need a water filter and possibly a water softener. We'll discuss these requirements with you before we quote for your install.

Water quality must be within Sanden's tolerances or your warranty may be void.

It is possible to use different sources of water, but again they must be within recommended ranges.

If the property has a tank water supply, a water filter must be fitted to ensure reliable operation. We can supply everything needed, and replacement filters as required - please enquire.



Typical water filter installed

Water Filter (for tank water)

Typical water filter



Filter Spanner



100 micron
washable
pre filter x1

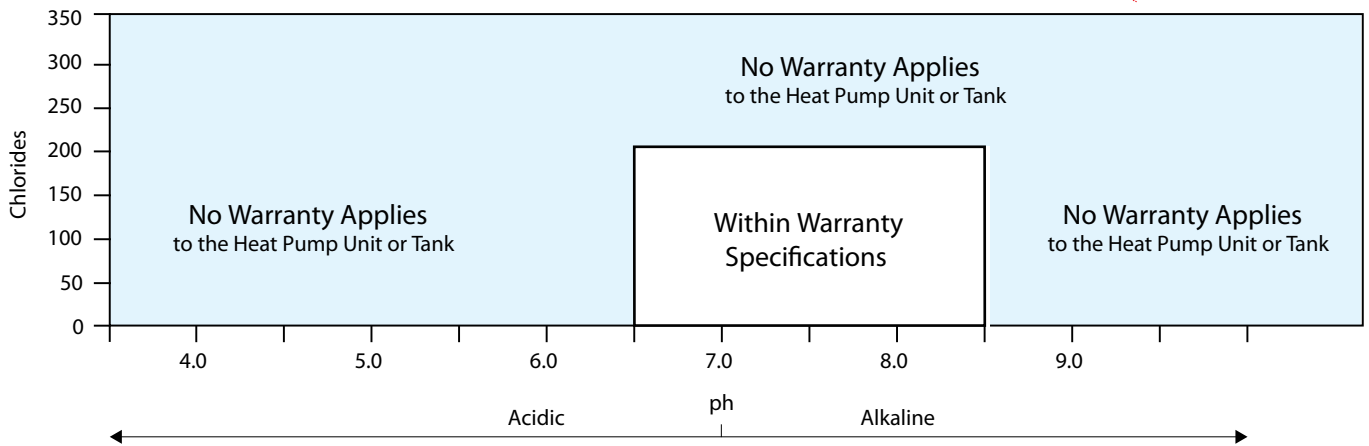


10 micron
replaceable
filter x2

Change of water supply

Changing, or alternating, from one water supply to another can have a detrimental effect on the operation and/or life expectancy of the water tank unit cylinder, PTR valve, water heating circulation and the heat exchanger in the system. Where there is a changeover from one water supply to another, for example, a rainwater tank supply, desalinated water supply, public reticulated water supply or water brought in from another supply, then water chemistry information should be sought from the supplier or the water should be tested to ensure it meets the requirements of our Sanden Eco® Plus Hot Water Heat Pump System warranties.

PH & Chlorides



Chloride and pH

In high chloride water supply areas, the water can corrode some parts and cause them to fail. Where the chloride level exceeds 200 mg/litre the warranty does not apply to the heat pump unit and tank unit.

pH is a measure of whether the water is alkaline or acid.

In an acidic water supply, the water can attack the parts and cause them to fail.

No warranty applies to the heat pump unit and tank unit where the pH is less than 6.5.

The water supply from a rainwater tank unit in a metropolitan area is likely to be corrosive due to the dissolution of atmospheric contaminants.

Water with a pH less than 6.5 may be treated to raise the pH. It is recommended that an analysis of the water from a rainwater tank be conducted before connecting this type of water supply to the system.

Tanamet Water Softening Kit (for harsh water conditions)

There are many parts of Australia where the water supply is mineralized or chlorinated, including throughout WA South Australia and the Northern Territory, and in most rural areas of Queensland, New South Wales and Victoria.

In such circumstances, we recommend the use of the Tanamet XD50 water softening filter kit.

We also recommend use of the Tanamet filter kit if your water is supplied from a rainwater tank but is occasionally topped up with mineralized or chlorinated mains water.

Benefits of the Tanamet filter kit include:

- Softening water
- Preventing water scaling
- Providing corrosion protection
- Stabilizing copper to prevent staining
- Reducing plumbing maintenance costs



The Tanamet filter kit includes:

- A UV light resistant housing
- The filter cartridge of slow dissolving polyphosphate crystals
- Mounting brackets & screws

**A replacement crystal element price is currently \$180 including GST*

These benefits do not only apply to your hot water heater but all appliances and tapware in your home that use hot water. The action occurs by passing the water supply through the Tanamet glass crystals (polyphosphates) that are contained in the Tanamet cartridge before entering the hot water system.

The crystals are slow dissolving, meaning the life of the cartridge is usually around eight years*.

The Tanamet filter kit is approved by all the relevant authorities and the treated water is perfectly safe to drink, assuming the instructions and maintenance recommendations provided by the manufacturer are followed.

Tank Size	No of persons	Typical Dwelling	Off Peak / Continuous ?
160 Litre	1 - 2	Unit / Town House	Continuous only
250 Litre	2 - 4	Residential	Both
300 Litre	3 - 6	Residential	Both
315 Litre	3 - 6	Residential	Both

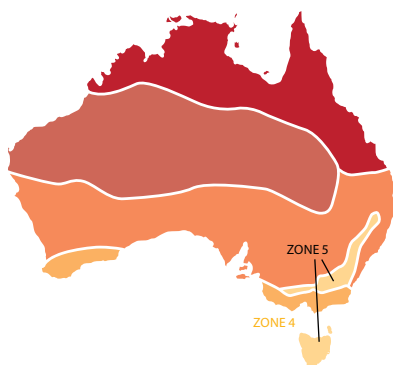
STAINLESS STEEL TANK SPECIFICATIONS				
Model No.	GAUS-160FQS	GAUS-250FQS	GAUS-300FQS	GAUS-315FQS
HOT WATER DELIVERY (L)	160	250	300	315
HEIGHT(mm)	970	1428	1891	1748
DIAMETER (mm)	621	621	580	621
WEIGHT (Approx kg)	29	45	50	55

VITREOUS ENAMEL TANK SPECIFICATIONS*	
Model No.	GAUS-315FQV
HOT WATER DELIVERY (L)	315
HEIGHT(mm)	1626
DIAMETER (mm)	638
WEIGHT (Approx kg)	90

A vitreous enamel tank is recommended for areas with poor quality water source(s) such as bore water and water from combined sources. Please note this tank carries a 10 year pro rata warranty in Victoria

EXPECTED STC'S					
Model No.	IN ZONE 1	IN ZONE 2	IN ZONE 3	IN ZONE 4	IN ZONE 5
GAUS-160FQS	26	26	31	34	33
GAUS-250FQS	26	25	31	34	32
GAUS-300FQS	26	25	32	34	32
GAUS-315FQS	26	25	32	34	31
GAUS-315FQV	26	25	32	34	31

Please note STC values are subject to change, and are based on continuous tariff.
Ask us for more information.



315L 300L 250L 160L

Please note specifications may change without notice



Visit our Website kjmulti.com.au or Free call 1800 91 30 50

Russell- A Thermal XChange customer located in Paynesville, Victoria - September 2016

Sanden Heat Pump experience:

' In September 2016 we replaced a not-so-old instantaneous gas HWS that we hated (noisy, bursts of cold water, minimum flow to stay hot) with a Sanden heat pump unit after discussion with Ken Ingwersen about its attributes.

I investigated the cheapies (way cheaper) on the web and even got quotes, but when I read reviews and web blogs decided to stay well away from them – noisy, break down, poor reliability and one thing you do need to be reliable is the HWS.

The ordering and installation with Ken went flawlessly, and because we had just switched to Powershop I was able to closely monitor the power consumption after installation. Two adults, cold water to dishwasher and washing machine mean that hot water consumption is not high, and over the first month the unit has averaged 2 kWh/day and using off-peak power during the night to heat up means about \$0.30/day, \$2.10/week or only about \$100/year for hot water.

If we have been away for a few days, the unit uses 1.3 kWh/day just to keep the tank hot, or about \$0.20/day so if we were away for a few weeks we might turn it off.

It will still take a few years to recoup the cost of the Sanden unit, but it is virtually silent, very well built and hopefully will still be running when electricity costs have doubled or tripled and this will be a really cost effective way to produce hot water. '

