

NEFA NEW INSTALLATION AND WARRANTY RETURN FORM



THIS FORM MUST BE FILLED OUT IN FULL AND RETURNED TO NEFA WITH THE FAULTY VALVE OR YOUR CLAIM WILL NOT BE PROCESSED.

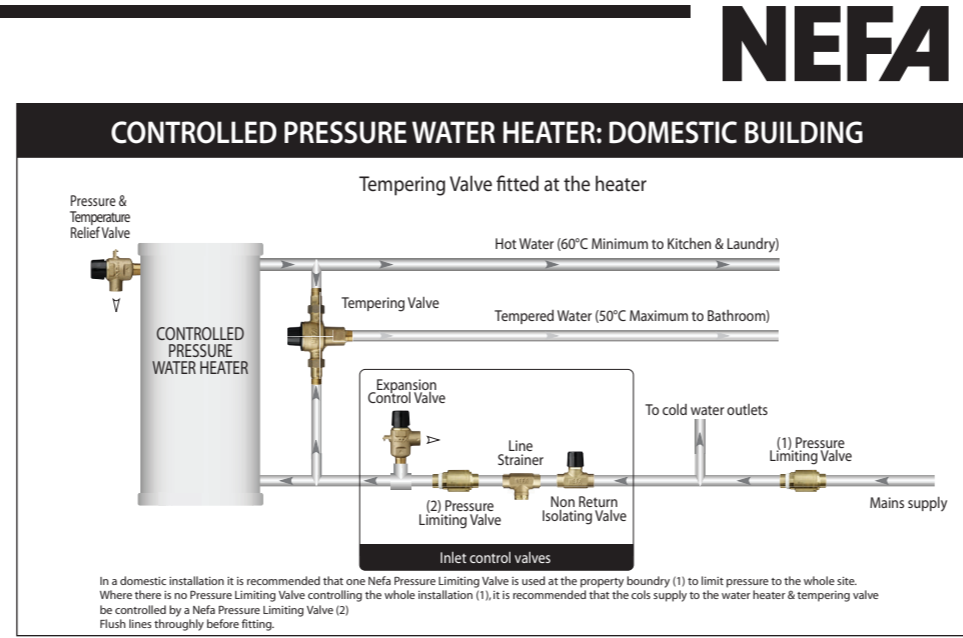
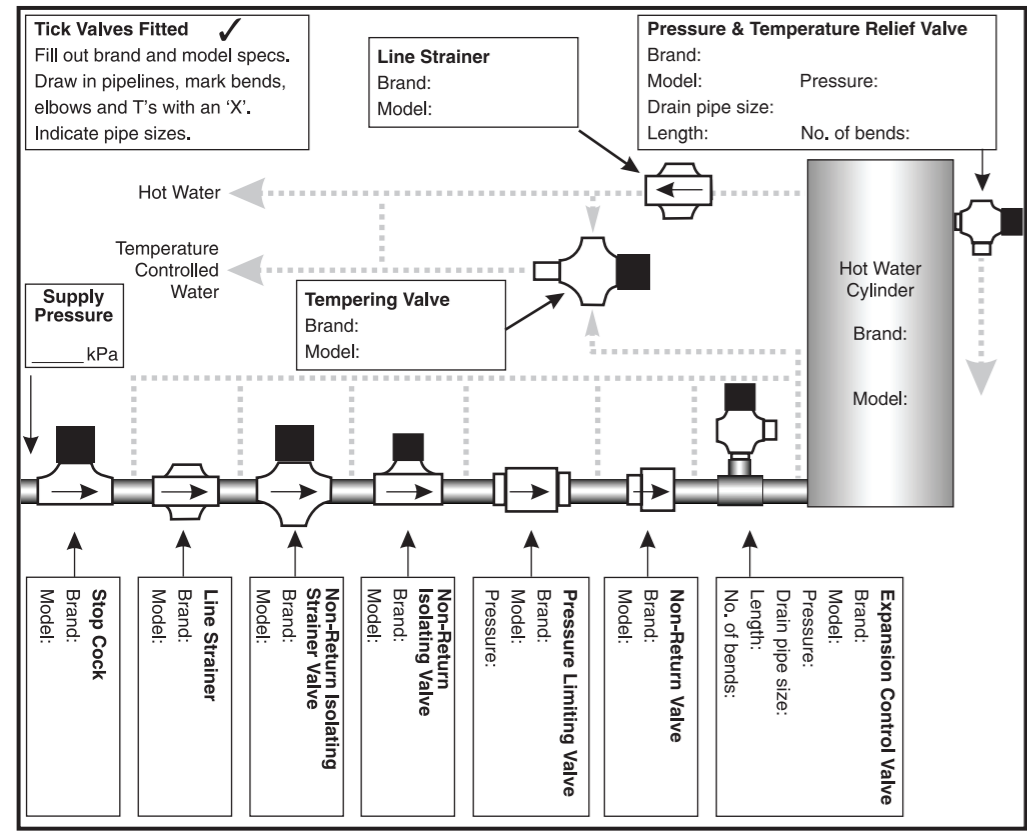
Identify Problem (Please Tick)

- Valve leaks
- Water hammer
- Noisy valves
- Valve failed
- Insufficient water flow (measure flow of valve litres/minute)
- Pressure Limiting Valve is not limiting pressure (state outlet pressure kPa)
- Tempering Valve does not regulate temperature between 40°C and 50°C.
- Tempering Valve does not limit temperature to 50°C.

Further Details

Was faulty valve replaced? Yes No If yes: Brand
 Model

Did this fix the problem? Yes No



Warranty Statement – NEFA Australia Diagrams for illustrative purposes only

The following warranty statement shall apply to all NEFA valve products supplied by NEFA Australia.
 Where NEFA valves are installed in a suitable, commercial or domestic application, in addition to any other right or remedy which the purchaser or end user may have under any relevant consumer protection legislation, Methven Australia, or any of its subsidiaries, undertake to replace any NEFA brand valve deemed to be faulty by a licensed plumber.

Further, if any NEFA valve submitted for warranty is found to contain a material defect which arose in the course of manufacture or does not satisfy the relevant Australian Standards and/or New Zealand Standards product requirements upon testing, the claimant (licensed plumber) will be reimbursed \$50 (See Note 1.)

- These undertakings will only apply if:**
- The product was installed by a licensed plumber
 - The warranty claim form is completed in its entirety
 - The product was installed as described in the installation instructions supplied with every NEFA product
 - The product is installed in accordance with the relevant Australian Standards and Plumbing Codes
 - The product was installed as described within the limits of the product specifications supplied with every NEFA product
 - The product has not been tampered with or repaired in any way
 - The product has not been damaged by misuse, accident or neglect
 - The product does not contain excessive debris
 - The product is installed in the specific Country where the original purchase was made
 - The product is submitted to NEFA Australia within 5 years from the date of manufacture. (See Note 2)

Note 1. Upon submitting a NEFA valve to NEFA Australia for warranty claim purposes, the valve will be tested by Methven Ltd in accordance with the relevant AS/NZS product standard. If the valve does not meet the requirements of the product standard, the claimant (licensed plumber) will be reimbursed to a maximum of \$50 (incl. GST).

Note 2 The date of manufacture is marked on the valve, represented by a five digit number. The first two digits of the date of manufacture refer to the last two digits of the **year of manufacture**. The remaining three digits refer to the **numerical day of the year** in which the valve was manufactured (example: 30th June 2007 would be represented as 07181).

Methven shall in no way be liable to the purchaser or end user of any NEFA valves for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

CUSTOMER SERVICE

AUSTRALIA
 Phone 1300 638 483
 Website: www.nefa.com.au

CUSTOMER SERVICE

NEW ZEALAND
 Phone 0800 804 222
 Website: www.methven.com

METHVEN

Designed, distributed and warranted by Methven Limited,
 Private Bag 19996, Avondale, Auckland, NZ.
 285021 Issue F

PRESSURE AND TEMPERATURE RELIEF VALVE



- Prevents damage to hot water systems by relieving excess pressure and temperature.
- Stainless Steel Valve Seat.
- Easy to operate flushing mechanism
- Patented
- WaterMark certified
- Complies with AS1357.1.



SPECIFICATIONS

- Inlet: ½" BSPT Tapered Male Thread
- Drain: ½" BSP Parallel Female Thread
- Pressure Settings: Factory Set at 850kPa, 1000kPa & 1400kPa
- Maximum Opening Temperature: 99°C
- Rated Capacity: 10.0kW
- Auxiliary Relief Valve Pressure: 500 – 935kPa

INSTALLATION

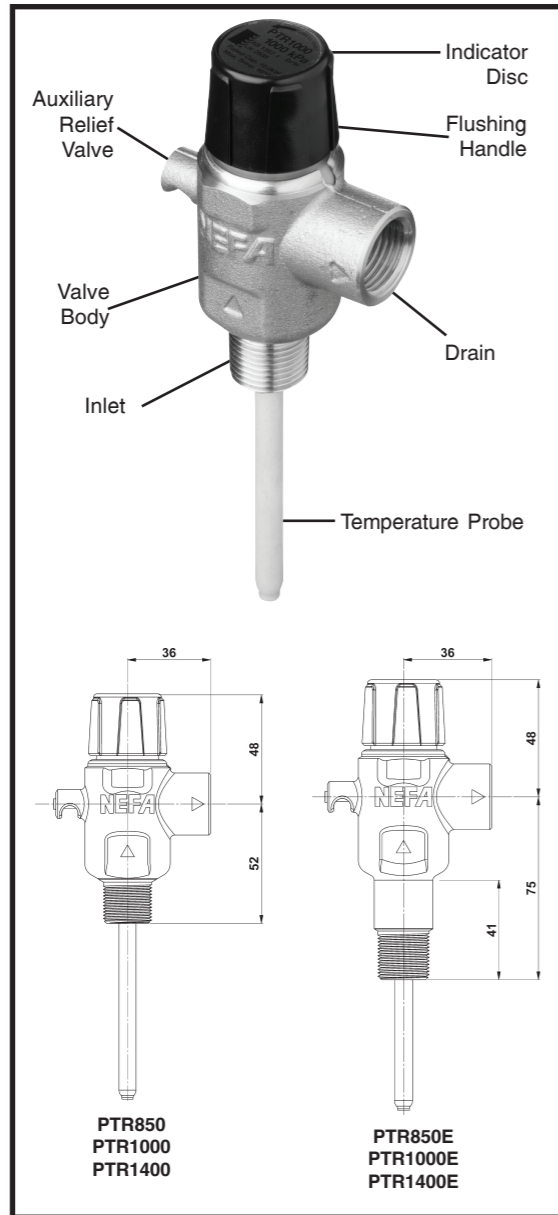
- NEFA valves should always be installed by a licensed plumber in accordance with National Plumbing and Drainage Code AS3500.4. The installation must also comply with any Local Authority requirements and the water heater manufacturer's requirements.
- Don't install valve if temperature probe is damaged or bent.
- Ensure flushing handle is accessible.
- Drain line should fall continuously to a point where the outlet cannot be obstructed or blocked.
- Check the inlet water pressure does not exceed the maximum stated in the table below. Install PLV and/or ECV as required.
- Install DN15 drain line in accordance with AS3500.4
- Energy efficiency requirements in AS/NZS 3500 require that relief valves fitted to water heaters be thermally insulated. Suitable insulation complying with the requirements and designed to fit NEFA relief valves can be purchased separately through your plumbing merchant.
- IMPORTANT: Insulation shall be installed to cover the maximum surface area of the valve without impeding operation of the valve or obstructing the auxiliary relief device.

OPERATION

- The PTR valve is designed to relieve excess pressure caused by water expanding during the heating cycle.
- It is NORMAL for the PTR valve to release drips of hot water during the heating cycle if no Expansion Control Valve is fitted.
- If the water heater thermostat fails to operate correctly, the PTR valve will discharge hot water when the temperature reaches 99°C.
- Fitting an Expansion Control Valve to a hot water system will prolong the life of the PTR valve and the water heater.
- It is recommended to flush the PTR valve every six months to clear deposits from around the valve seat.
- The date of manufacture can be found on the Indicator Disc. See warranty statement for further information.
- Never expose valves to a torch flame or heat. Heat will destroy the seals and sealing parts.

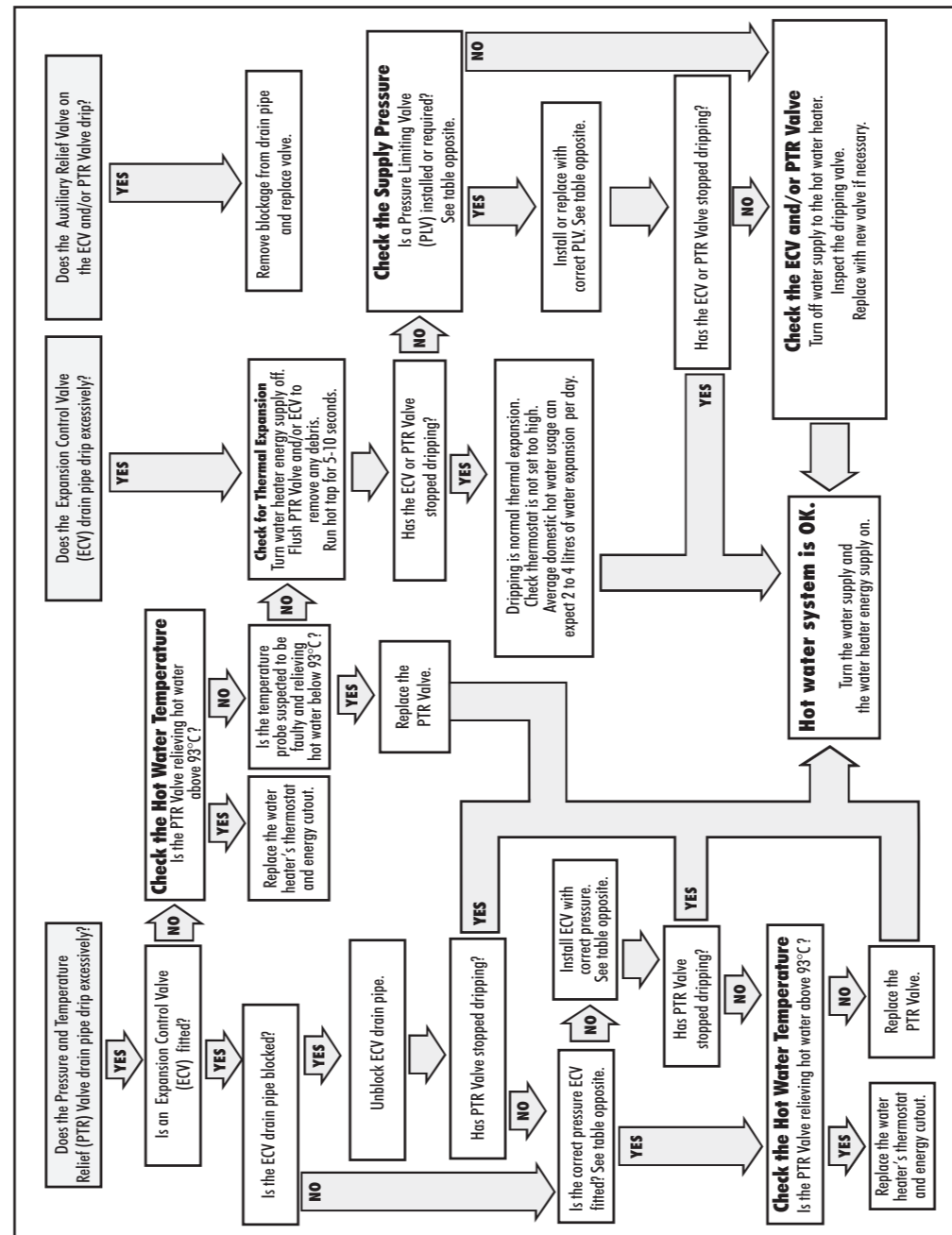
VALVE RATING GUIDE

PTR Valve Colour Indication	Without Expansion Control Valve			With Expansion Control Valve		
	PTR Valve rating kPa	PLV required if mains pressure exceeds kPa	Pressure Limiting Valve rating kPa	Expansion Control Valve rating kPa	PLV required if mains pressure exceeds kPa	Pressure Limiting Valve rating kPa
• 850kPa Blue Disc	850	680	500	700	550	350
• 1000kPa Green Disc	1000	800	600	850	680	500
• 1400kPa Red Disc	1400	1120	600	1200	960	600



TROUBLESHOOTING FOR

NEFA HOT WATER SYSTEMS



Warranty Return Form

NEFA

We would like to process your warranty quickly. Please assist us by taking a minute to check that the information is correctly filled out in the form below. Ensure this form is returned with the faulty product to your plumbing merchant or to NEFA Australia.

Product details

Product Code / Model Number Date of installation Date of manufacture (on valve)

Tell us the about the fault; refer to the back of this page.

How can we contact You?

Your Business' Name Installer's License Number

Contact Name
First Name Surname

Contact Details
Street Number & Name Phone Number

Suburb Fax Number

City / Town email

State Post Code

Where was the product installed?
Contact Name
First Name Surname

Site Details
Street Number & Name Phone Number

Suburb Fax Number

City / Town email

State Post Code