



Product Safety Recall



ECOGENICA	
Model	EG-215F
Burning ambient air temp	1°C to 42°C
Rated water supply pressure	500 kPa
PTB valve setting	850 kPa
PTB valve power capacity	100W
Rated power (input/heat pump)	780W
Heating capacity	3500W
Max power input	1250W
Water outlet temperature	35-65°C
Refrigerant type/flow	R410a / 7.0kg
Design Pressure (high/low)	4.4/0.03MPa
Specification and size of pipe valve	3/8" 1/4"
Power supply	220-240V/50Hz
IP rating	IPX4
Type of heat exchanger: coil at 14°C to 55°C This water heater is not for use in applications meeting the design requirements AS/NZS 3012 and AS/NZS 3012.2 This water heater complies with AS 3012 and AS/NZS 1610.2 Minimum installation pressure is 50 kPa	
Certificate No.	SGS-220155-E
Batch	07081222

Do you own this product?

Ecogenica EG-215F hot water system

Model number: EG-215F

Dates sold: 5 May 2022 – 13 September 2023

The product may have been installed after the 13 September 2023 sales date.



Why the product is recalled: In hot water systems where the control panel was installed inside the heat pump unit, you, or someone else may come into contact with live electrical parts, if you try to access the control panel to change the settings.

Hot water systems where the control panel and display box are installed outside the heat pump are not affected by this recall.

Hazard: There is a risk of serious injury or death from an electric shock if you open the heat pump unit and come into contact with live electrical components.



1. Do not attempt to access the control panel if it is located inside the heat pump unit.
2. Register your heat pump with Eco Alliance by email to schedule an authorised technician to repair the unit.



Ask our staff to find out more about the recall.

installationsupport@ecoalliance.com.au 1300 082 596 9 am to 5 pm (AEST), Monday to Friday



Purchased from: Eco Alliance Pty Ltd



Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone

PRA 2024/20300

See productsafety.gov.au for
Australian product recall information