emerald

Est. 2006
20 YEARS

Hot Water Heat Pumps



#1 Sustainable Business Model

#1 Innovation in Sustainable Technologies

#1 Best Net Zero

ISA™26 **International Sustainability Awards**

emerald.com.au

20 years of energy efficiency

Why choose an Emerald hot water heat pump

At Emerald, we want to make hot water more efficient so you can enjoy reliable hot water every day. Our hot water heat pumps are designed to fit the way you live, delivering consistent hot water while helping you manage energy use and everyday running costs.

Proudly Australian, founded and operated from Sydney's Northern Beaches, we have been leading the way in developing energy-efficient products since 2006. Our hot water heat pump range is no different, designed to deliver maximum efficiency and comfort.

Designed for Australia's wide temperature range, our products are built to perform in local conditions, from hot summer days to cooler winter nights. Backed by local customer care, after-sales support, troubleshooting, and experienced technical experts, Emerald is here to support you well beyond installation.

Emerald is a proud member of

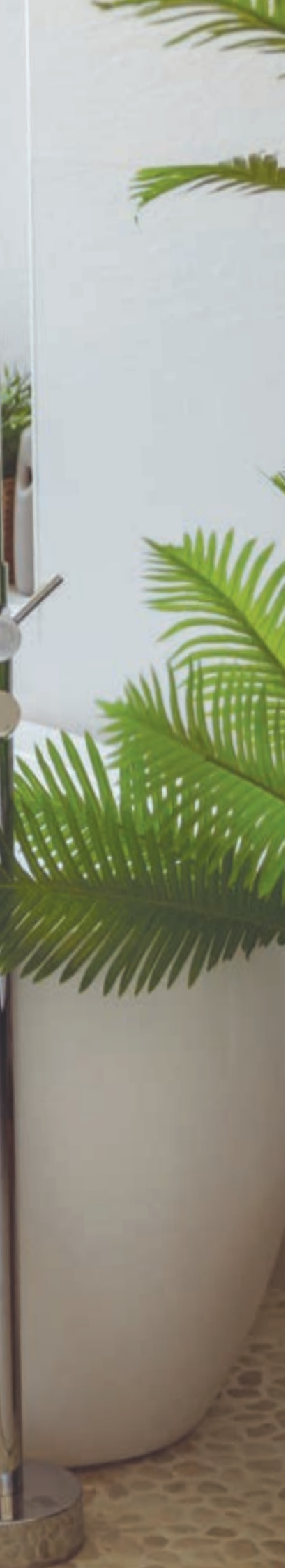
energy efficiency COUNCIL

energy savings Industry Association

SMART ENERGY COUNCIL


Australian owned and designed
Saving $65m for Aussie households
60 million products installed
100 million tonnes reduced emissions





Comfort that costs you and the planet less

Smart efficiency, with savings up to 80% on hot water

Enjoy reliable hot water while using less electricity. Emerald's high-performance heat pump technology uses ambient air to heat water efficiently, helping reduce household energy use without sacrificing everyday comfort.

Designed for Australian conditions, it’s engineered to perform across a wide range of temperatures, including cooler mornings and overnight operation.

Reliable hot water, day after day

Enjoy dependable hot water that supports your everyday routine, from morning showers to evening clean-ups. With simple operation and easy-to-use settings, managing your hot water has never been easier.

For times when your household needs a little extra, Boost mode can quickly heat more water when needed.

Pair with Emerald App for even greater control of your hot water - anytime, anywhere.

Say goodbye to gas, for good

By replacing gas and reducing electricity demand, Emerald heat pumps support lower household emissions and cleaner energy use, making hot water more sustainable. Built for an all-electric future, they help households move away from fossil fuels and take a practical step towards a cleaner, more efficient home energy system.

Quality and protection you can rely on

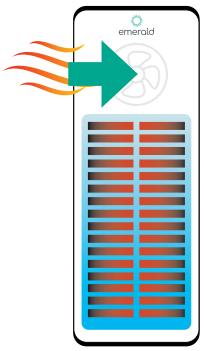
Built to last and tested for everyday living, our hot water systems deliver reliable performance you can count on, day after day. With built-in antibacterial protection, the water is automatically heated to a temperature that helps prevent the growth of legionella bacteria.

How do hot water heat pumps work?

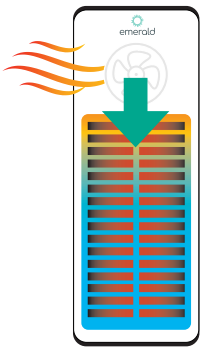
A hot water heat pump works differently from traditional electric or gas systems.

It draws in surrounding air and captures its warmth using a special refrigerant. This warmth is compressed, then passed through a micro-channel outside the tank to heat the water.

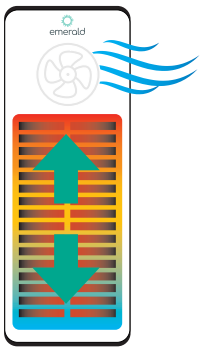
Because it's moving heat rather than creating it from scratch, a heat pump uses far less energy. The result is an efficient, lower-cost way to heat water that's also better for the environment.



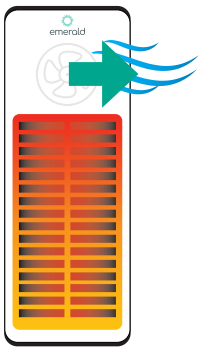
1 Air, which contains heat energy, is drawn in.



2 The heat is absorbed into the heat pump.



3 The heat exchanger transfers the heat to the water.



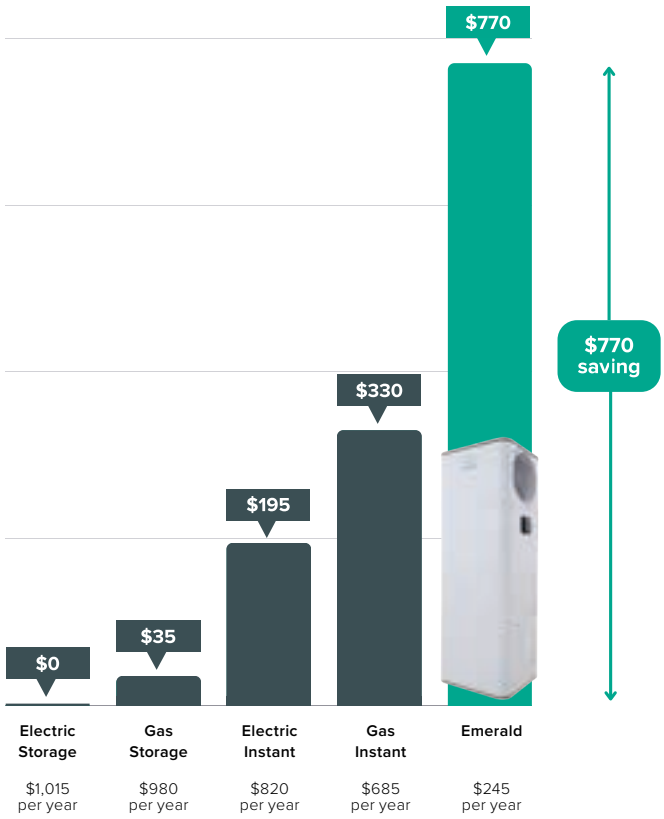
4 Cold air is expelled. Process is repeated as hot water is supplied.



Save up to 80% on hot water bills

Heating water is one of the biggest contributors to household energy costs, accounting for up to 30% of total home energy use*.

The graph says it all. Emerald's hot water heat pump can help reduce hot water running costs by up to 80%** compared to traditional gas or electric storage systems.



*energy.gov.au/households/hot-water-systems

**Savings compared to an electric storage system of $1,015 annually. Average annual Australian household hot water cost estimates based on daily use of 150L-200L for 4 people in 2025.





All-In-One Select

The Emerald Select All-In-One Heat Pump provides a cost-effective yet high-performing system, delivering higher-than average recharge rates with the option of integrated backup heating.

Warranty
5 years tank and system
2 years labour*



220L 270L 320L

Electric heating element shown is not included in non-E models.

R290 high efficiency
An entirely natural refrigerant with a low Global Warming Potential (GWP) of 3.

Pre-connected plug
Plugs into a suitable GPO for easier, lower cost installation.

No commissioning
Simply install, turn it on and start heating your hot water.

Boost mode*
Use Emerald App to quickly heat water when demand spikes.
*E models only

Performs from -15°C to +46°C
Designed to perform in Australia's extreme climate.

Galvanised sheet metal
Outer casing for durability in outdoor weather conditions.

Emerald App compatible
Manage and monitor hot water usage.

Model	HPA1-S220	HPA1-S270E	HPA1-S270	HPA1-S320E	HPA1-S320
Water tank volume	220L	270L		320L	
Recharge rate - standard mode	58L/h	58L/h		58L/h	
Recharge rate - boost mode (heat pump + electric heater)	58L/h	79L/h	58L/h	79L/h	58L/h
Sound level at 1m - standard mode	50dB(A)	50dB(A)		50dB(A)	
Working range with element	-15°C-46°C				
Working range without element	-7°C-46°C				
Dimensions W×H×D (mm)	600×600×1750	600×600×1970		600×600×2195	
Weight (kg)	129.5	143.5		158.5	

*5 years labour warranty coverage only for All-In-One Select Heat Pumps installed in Victoria from 01 September 2025.

All-In-One Pro

The Emerald All-In-One Pro Heat Pump provides reliable hot water for homes and small commercial settings alike, featuring strong recharge capability and optional integrated backup heating.

Warranty
7 years tank
5 years system and labour*



220L 270L 320L

Electric heating element shown is not included in non-E models.

R290 high efficiency
An entirely natural refrigerant with a low Global Warming Potential (GWP) of 3.

Pre-connected plug*
Plugs into a suitable GPO for easier, lower cost installation.
*Non E models only

No commissioning
Simply install, turn it on and start heating your hot water.

Boost mode
Use Emerald App to quickly heat water when demand spikes.

Performs from -15°C to +46°C
Designed to perform in Australia's extreme climate.

Premium materials
Carbon steel tank with diamond enamel coating and galvanised sheet metal outer casing.

Emerald App compatible
Manage and monitor hot water usage.

DC Premium DC technology
DC technology increases efficiency by managing compressor speed and output.

Quiet operation
Producing less than 39dB(A)* of sound at 3m distance - similar to light rain.
*Sound calculated at 3m distance using inverse square law.

Model	EE-HWS-A1-220E	EE-HWS-A1-220	EE-HWS-A1-270E	EE-HWS-A1-270	EE-HWS-A1-320E	EE-HWS-A1-320
Water tank volume	220L		270L		320L	
Recharge rate - standard mode	58L/h		58L/h		58L/h	
Recharge rate - boost mode (heat pump + electric heater)	108L/h	75L/h	108L/h	75L/h	108L/h	75L/h
Sound level at 1m - standard mode	49dB(A)		49dB(A)		49dB(A)	
Working range with element	-15°C-46°C					
Working range without element	-7°C-46°C					
Dimensions W×H×D (mm)	600×600×1646		600×600×1884		600×600×2105	
Weight (kg)	124.5		139		150.5	

Split System Select

The Emerald Hot Water Heat Pump Split System performs well in any environment and has a built-in electric heater to boost hot water supply. The heat exchanger is situated in the water tank to reduce energy loss, making it effective even in lower outdoor temperatures all year round.



Warranty
5 years tank and system
2 years labour*

R290 high efficiency
An entirely natural refrigerant with a low Global Warming Potential (GWP) of 3.

Premium DC technology
DC technology increases efficiency by managing compressor speed and output.

No commissioning
Simply install, turn it on and start heating your hot water.

Boost mode
Quickly heat water when demand spikes.

Performs from -7°C to +46°C
Designed to perform in Australia's extreme climate.

Model	HPR200	HPR300
Water tank volume	200L	300L
Recharge rate - standard mode	60.2L/h	60.2L/h
Recharge rate - boost mode (heat pump + electric heater)	60L/h	60L/h
Sound level at 1m - standard mode	54dB(A)	
Working range	-15°C-46°C	
Outdoor unit dimensions W×H×D (mm)	804×555×327	
Tank dimensions W×H×D (mm)	505×505×1665	580×580×1735
Outdoor unit weight (kg)	27	
Tank weight (kg)	74	100

A size to suit everyone's hot water needs

Your hot water system should deliver reliable comfort every day, even during busy mornings.

The right size depends on how your household uses hot water. As a guide, each increase in tank size provides roughly one additional comfortable shower at peak times. If your home doesn't regularly use large amounts of hot water at once, oversizing may simply mean heating water you won't use.

Taking a moment to assess your daily routine, from back-to-back showers to dish washing and laundry loads, can make all the difference. A well-matched system supports your lifestyle without unnecessary energy use, helping you get the performance you need without the extra overhead.



Choosing the right size for your home

Considerations for choosing the right size

- How many people use hot water at the same time
- The mix of adults and children in the household
- Use of appliances like washing machines or dishwashers during peak periods
- Regular use of deep baths or spa tubs
- Space available for installing the system

Seasonal changes to hot water supply

Heat pumps use surrounding air to heat water, so performance can vary with the seasons.

In warmer months, water heats faster and stays warmer for longer. In cooler months, the system may run longer to reach temperature and the tank can lose heat more quickly.

No one wants a cold shower so we suggest:

- Use **Emerald App Smart Actions** to adjust schedules and settings around your daily routine.
- Turn on **Boost Mode** in Emerald App to increase heating output, ideally 1-2 hours before higher hot water use.

You get more hot water than the tank says

When someone showers, your heat pump doesn't wait until the tank is empty. As hot water leaves the tank, it's immediately replaced with water. The system detects the drop in hot water and begins reheating.

Because most households use hot water at staggered times, this steady recovery means the hot-water capacity for the day is more than the tank volume alone.

Tank water is mixed with cold water, so 1 litre of hot water in the tank usually equates to more than 1 litre of usable hot water at the tap, depending on your preferred temperature.

Short on hot water?

Need a boost?
Tap Boost in Emerald App to temporarily increase heating and keep up with higher demand.

Ideal for:
- Busy mornings
- Wet weekend sports days

Need a turbo boost*?

For E-models, Boost Mode activates the electric element for faster recovery when demand spikes.

Ideal for:
- Guests staying over
- Filling a spa bath or large tub

*E-models only

1 - 3 people

220L
Compact design yet still provides ample hot water for smaller uses.

4 - 5 people

270L
Efficiently caters to the average properties high hot water demand.

5+ people

320L
Meets the higher hot water demand of larger properties without sacrificing efficiency and space.

Household size recommendations are a guide only. Suitable capacity depends on the specific heat pump model selected and individual household hot water usage.


Check Your Water Temperature
Activate Boost Mode for faster heating.

Emerald App connecting Emerald products



Heat Pump

AC Link

Solar Soaker

Take control with the free Emerald App

Emerald App brings your Emerald smart products together in one place, making it easy to manage your home's comfort and energy use. It's the simple way to help save money and the planet anywhere, anytime. Additionally, Smart Actions sets up automations to enhance efficiency and reduce electricity usage.

GET IT ON Google Play

Download on the App Store

Convenient, smart control with Emerald App

Monitor electricity consumption

View information on your heat pump hot water systems electricity usage.

Real-time hot water temperature

Check the current temperature of the hot water and monitor the water level to ensure you have up-to-date information about your hot water status at all times.

Control anywhere, anytime

Enjoy the flexibility of controlling your heat pump, allowing you to turn it on or off from anywhere via your mobile phone.

Boost your hot water

Activate the Boost feature to speed up the heating process of your hot water tank when you need it to be ready quickly.

Run your heat pump in Silent Mode

For quieter operation activate Silent Mode.

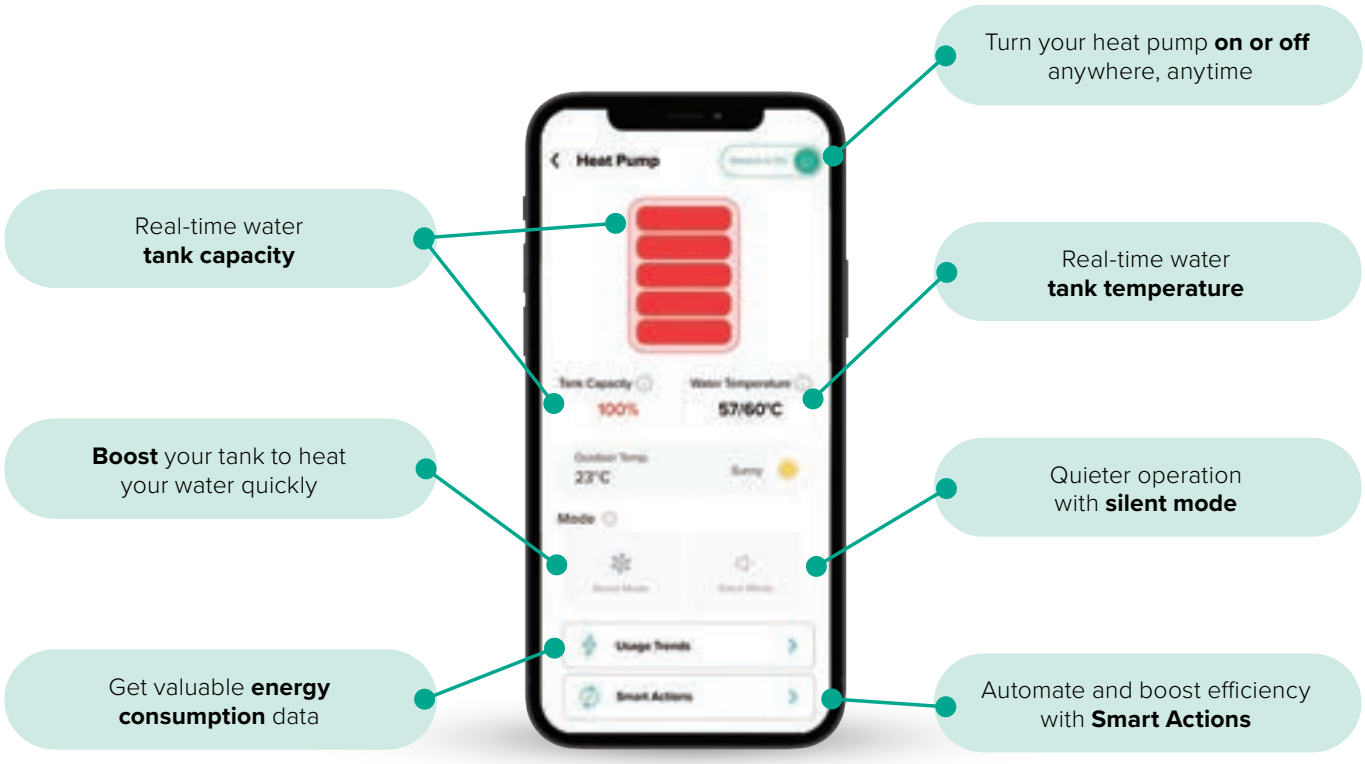
Smart Actions to help save more

What are Smart Actions?

Smart Actions is a feature designed to automate temperature control. It allows you to set specific rules for your heat pump, enabling it to adjust temperature settings based on your preferences.

How do Smart Actions work?

Smart Actions will maintain your preferred temperature while saving you energy and money according to your preferences.



Solar Soaker, delivering free hot water, heating and cooling

1. Have excess solar?
Don't waste it

2. Solar Soaker activates
Via Emerald App

3. Heat pump activates
FREE hot water

and/or

4. Aircon activates
FREE heating or cooling



Solar Soaker exclusive to Emerald App

Solar Soaker automatically runs your hot water heat pump, air conditioning or both when solar generation is highest, turning excess solar into free hot water, heating and cooling.

Find out more

Peace of mind

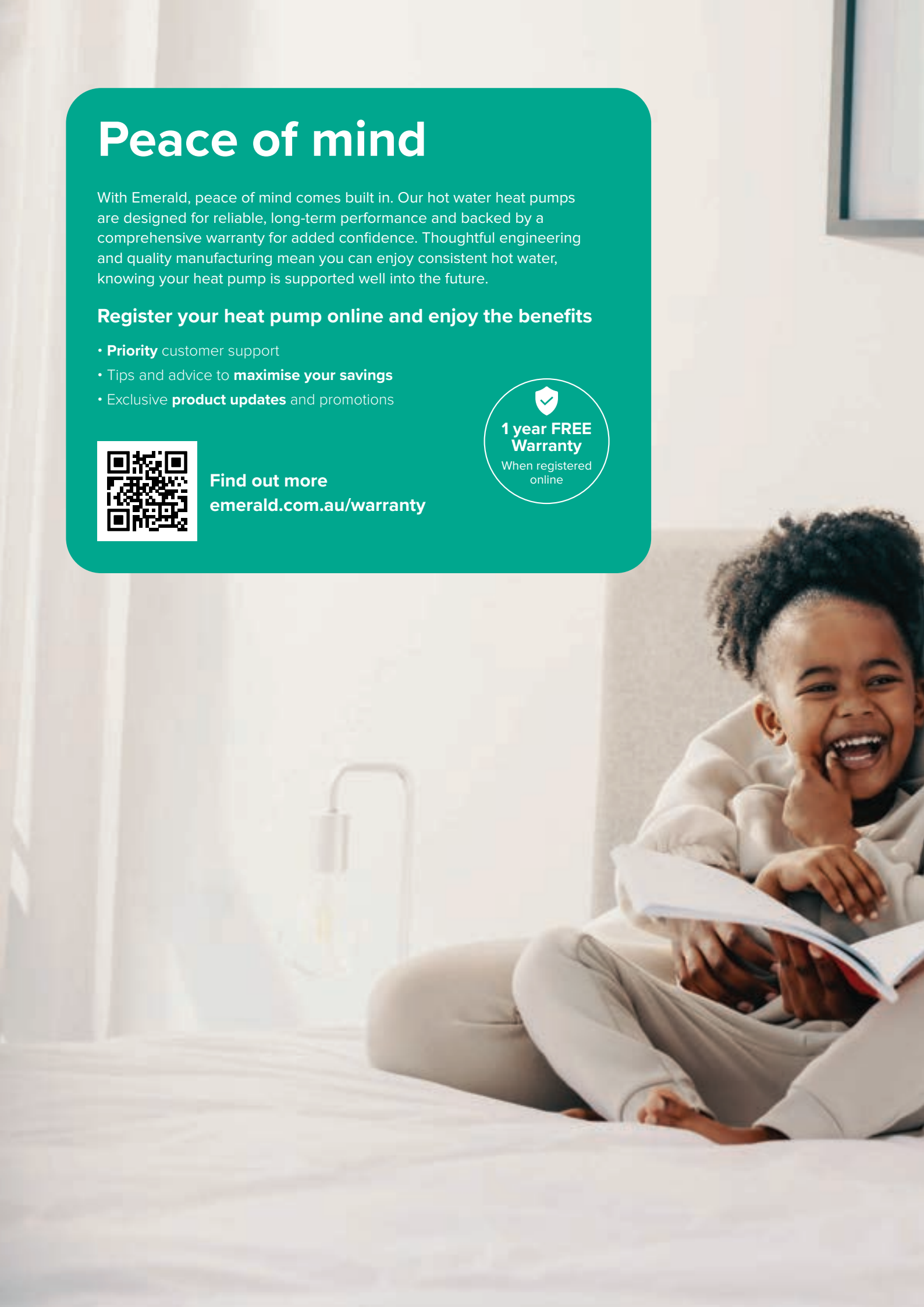
With Emerald, peace of mind comes built in. Our hot water heat pumps are designed for reliable, long-term performance and backed by a comprehensive warranty for added confidence. Thoughtful engineering and quality manufacturing mean you can enjoy consistent hot water, knowing your heat pump is supported well into the future.

Register your heat pump online and enjoy the benefits

- **Priority** customer support
- Tips and advice to **maximise your savings**
- Exclusive **product updates** and promotions

1 year FREE Warranty
When registered online

Find out more
emerald.com.au/warranty





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Emerald is a proud member of:

energy efficiency COUNCIL

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*Not all smart meters are compatible with Solar Soaker. For compatibility, meters must stop flashing during solar generation to properly trigger the heat pump. Meters that continue to flash rapidly during solar periods are not compatible. Please verify your meter's behaviour before installation. The information contained within this brochure is accurate as of the time of publish. Please note that Emerald app undergoes regular updates to enhance functionality and introduce new features, which may result in changes to the details provided herein.

2026.09