



emerald

Est. 2006

20
YEARS

Hot Water Heat Pumps



emerald.com.au

20
years
of energy
efficiency



Hot water that costs you and the planet less

Australian designed

Engineered for local conditions and a wide temperature range, our heat pumps perform across Australia's diverse climates. Designed for durability and reliability with support based right here in Australia.

Reliable hot water, day after day

Consistent, usable hot water to support daily routines, peak times, and busy mornings. Pair with Emerald App for even greater control of your hot water.



Smart efficiency, everyday savings

Heat pump technology uses ambient air to heat water efficiently, delivering reliable hot water while using less electricity than traditional systems, reducing household energy use without sacrificing comfort.

Low emissions hot water

By replacing gas and reducing electricity demand, heat pumps support lower household emissions and cleaner energy use, making hot water more sustainable.

Future-ready electrification

Built for an all-electric future, Emerald heat pumps help households move away from gas, reduce reliance on fossil fuels, and take a practical step towards a cleaner, more efficient home energy system.

Antibacterial protection

Automatically heats the water to a temperature that prevents the growth of legionella bacteria.

Designed to suit every lifestyle

At Emerald, we want to make hot water more efficient to 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 manage energy use and everyday running costs.

We're proudly Australian, founded and operated from Sydney's Northern Beaches and 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, while costing you and the planet less.



Why choose an Emerald hot water heat pump



Australian owned

Since 2006

Proudly Australian, founded and operated on Sydney's Northern Beaches.

Local support

From setup to troubleshooting, our tech experts make installation and after care simple.

Australian conditions

Our products are designed by Australian experts for our unique climate.



Designed for energy efficiency

High-performance heat pump technology

Uses ambient air to heat water efficiently, delivering more heat with less electricity.

Optimised for Australian conditions

Engineered to perform reliably across a wide range of temperatures, including cooler mornings and overnight operation.

Emerald App compatible

Monitor usage, adjust settings, and automate hot water schedules through Emerald App.



Technology built to last

Durable system design

Built with quality components for long-lasting performance in residential and light commercial settings.

Smart system monitoring

Monitors performance and operating conditions to identify irregularities and support consistent operation.

Tested to meet Australian standards

Manufactured and tested to comply with relevant safety and performance requirements.



Everyday convenience

Hot water when you need it

Consistent recovery performance means hot water is available for daily routines and busy households.

Simple operation

Intuitive settings make it easy to manage hot water without constant adjustment.

Boost mode

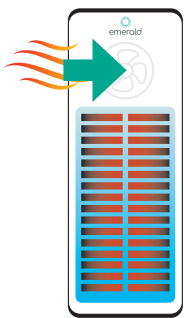
Quickly heats water during unexpected demand, like extra guests or back-to-back showers.

How do hot water heat pumps work?

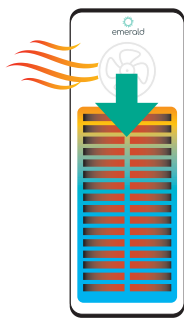
A hot water heat pump works differently from traditional electric or gas systems.

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.

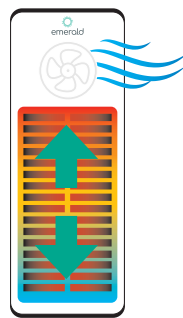
Because it's moving heat rather than creating it from scratch, a heat pump uses far less energy. The result is an efficient, lower-cost way to heat water that's also better for the environment.



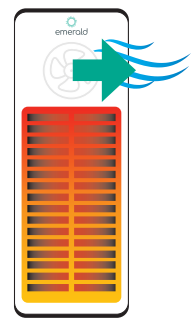
1 Air, which contains heat energy, is drawn in.



2 The heat is absorbed into the heat pump.



3 The heat exchanger transfers the heat to the water.

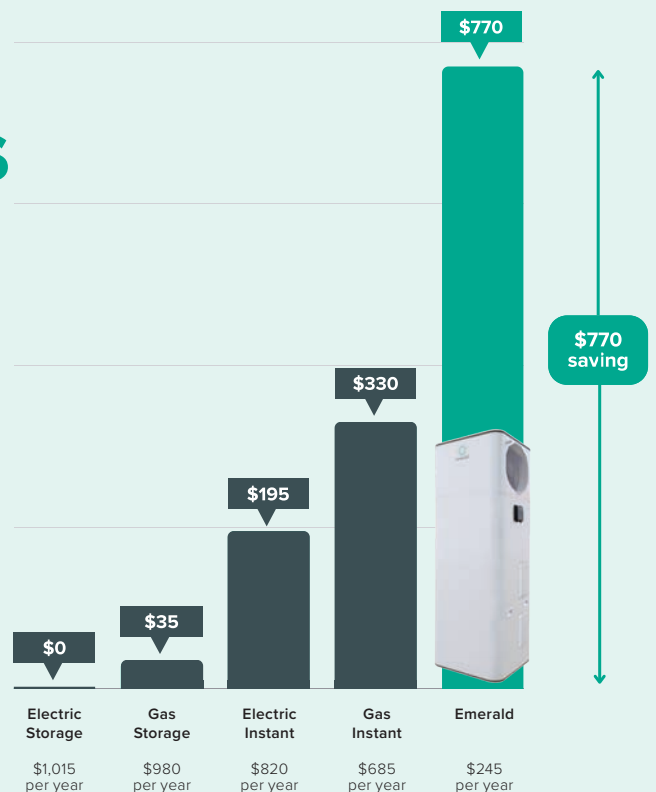


4 Cold air is expelled. Process is repeated as hot water is supplied.

Saves 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.



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



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.



Plug and play

Power cables come pre-connected for easy installation.



Boost mode

Use Emerald App to quickly heat water when demand spikes.



Performs from -7°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-S220E	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)	79L/h	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	

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.



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.



Plug and play

Power cables come pre-connected for easy installation.

*E models only



Boost mode

Use Emerald App to quickly heat water when demand spikes.



Performs from -7°C to +43°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.



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-43°C					
Working range without element	-7°C-43°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.



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

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

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

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

Model	HPR200	HPR200E	HPR300	HPR300E
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	105L/h	60L/h	105L/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	76	100	102

Split System Commercial

A high-capacity hot water system ideal for high-demand locations such as gyms, salons, and cafes, the Emerald Hot Water Heat Pump Split System delivers reliable efficiency in commercial settings. With its heat exchanger located in the tank to minimise energy loss, and an optional electric heater to boost supply, it ensures consistent performance year-round.



R290 high efficiency

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



DC Premium DC technology

DC technology increases efficiency by managing compressor speed and output



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.



High volume hot water

Commercial solution to handle the demands of gyms, salons, cafés and more.

Model	HPRX300E-1
Water tank volume	300L
Recharge rate	167.7L/h
Sound level at 1m	54dB(A)
Working range	-15°C-46°C
Outdoor unit dimensions W×H×D (mm)	804×555×327
Tank dimensions W×H×D (mm)	580×580×1735
Outdoor unit weight (kg)	27
Tank weight (kg)	106

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.



Check Your Water Temperature

Activate Boost Mode for faster heating.

Emerald App connecting Emerald products



Electricity
Advisor



LiveLink



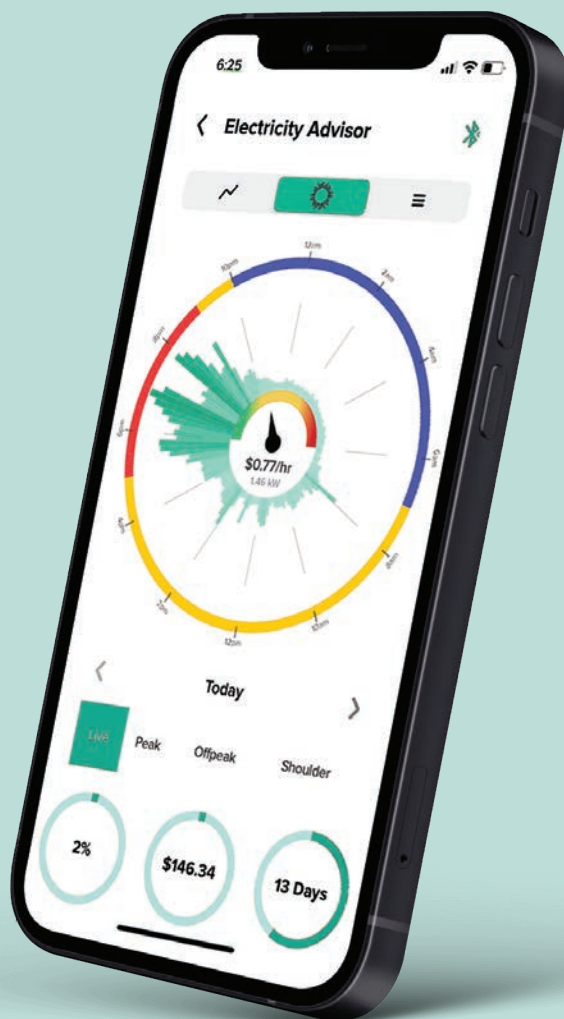
Heat Pump



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.



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.

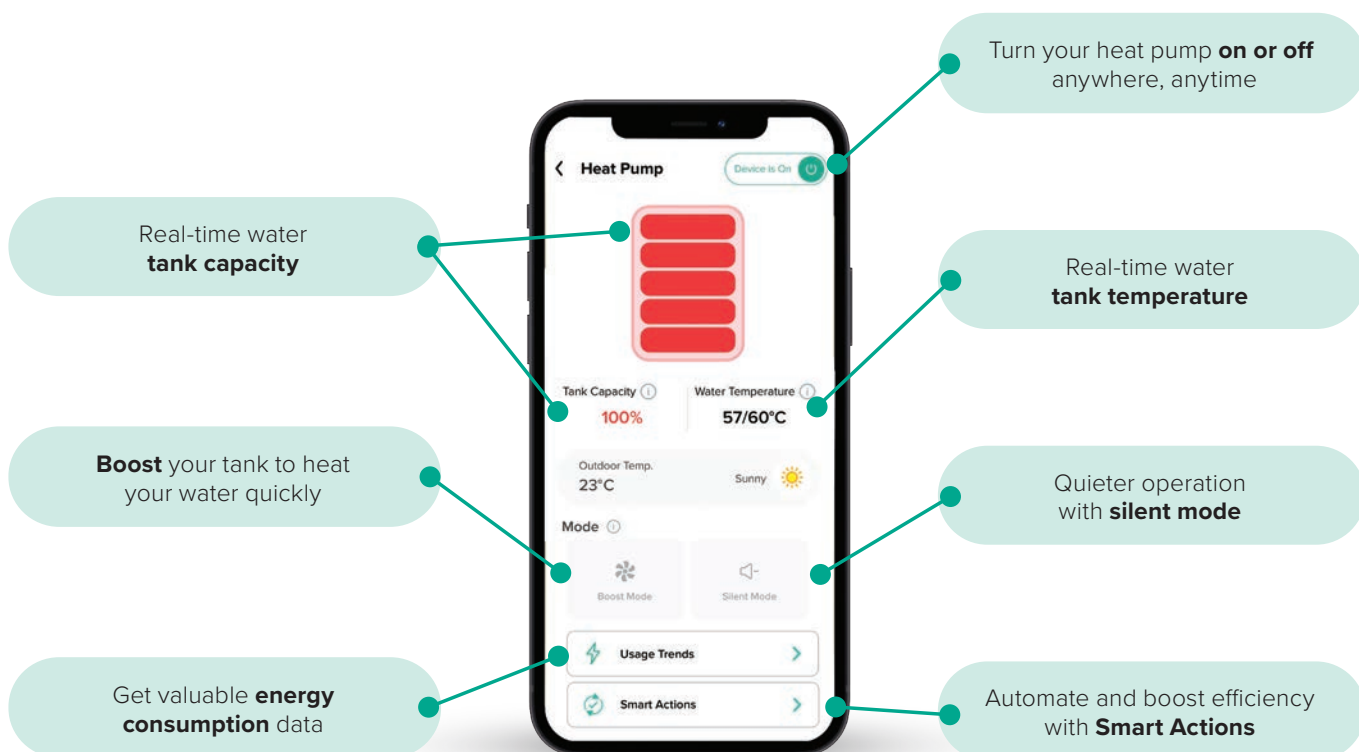
Smart Actions to help save more

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. Excess solar detected
Don't waste it



2. Solar Soaker activates
Via Emerald App

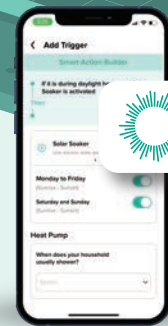
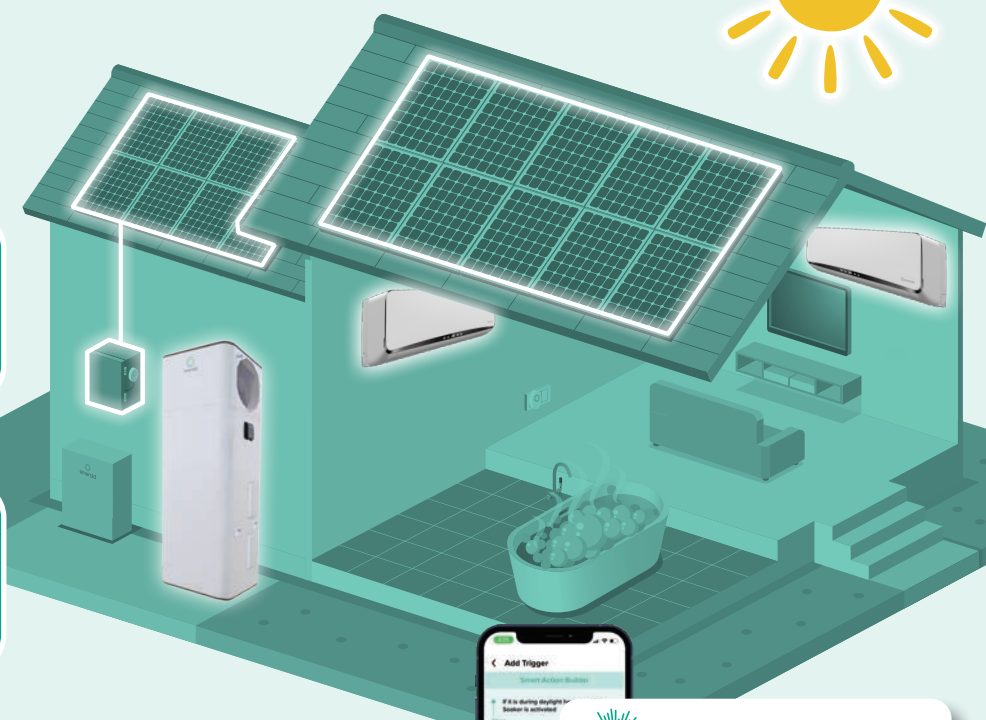


3. Heat pump activates
FREE hot water



and/or

4. Aircon activates
FREE heating
or cooling



Solar Soaker Activated
Excess solar available

Solar Soaker exclusive to Emerald App

Solar Soaker is a FREE feature of Emerald App. It automatically redirects excess solar to power Emerald hot water heat pumps, or air conditioning - turning surplus electricity into free hot water, heating and cooling.

Solar Soaker powered by



Emerald Electricity Advisor



Emerald LiveLink



Emerald AC Link
(compatible with most aircons)



Find out more

*Solar Soaker requires a smart meter fitted with an Emerald Electricity Advisor, and an Emerald Live Link Wi-Fi adapter.

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



Emerald product warranties
Find out more

emerald.com.au/warranty



1 year FREE
Warranty

When registered
online







02 9466 6000 sales@emerald.com.au emerald.com.au

Emerald is a proud member of:



*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 publication. Please note that the Emerald app undergoes regular updates to enhance functionality and introduce new features, which may result in changes to the details provided herein.