

WARRANTY

Collector Glass

It is recommended that your household insurance policy cover the collector glass and/or damage to the water heater, especially in cyclonic areas and in locations where hail in excess of 25 mm diameter is likely to occur.

This Solar Lord Water heater is warranted by the manufacturer, Solar Lord Pty Ltd (ACN 137 094 921), (Hereinafter called the company), which undertakes to perform the warranty listed below

WARRANTY PERIOD

WARRANTY COVER (From date of installation or three months form purchased, whichever is the earliest)		
	Description	Component
TANK	Internal Shell from leaking	5 YEARS
SOLAR COLLECTORS	Copper manifold leaking	5 YEARS
PARTS inc., Controller and pumps	Malfunction	1 YEAR
ELEMENT inc thermostat	Malfunction	1 YEAR
GAS BOOSTER	As per manufacturer's warranty	10 YEARS ON HEATER EXCHANGER 1 YEAR ON LABOUR
LABOUR ON SYSTEM	1 YEAR	1 YEAR
* AUSTRALIA ONLY		
** FOR WHOLE SYSTEM ONLY. SOLAR COLLECTORS ARE WARRANTED FOR 1 YEAR AND TANKS ARE WARRANTED FOR ONE YEAR IF THEY SOLD SEPARATELY		

5 Year Warranty

Solar Lord Solar Australia Pty Ltd warrants to and for the sole benefit of the original purchaser of water heaters sold by Solar Lord, will remain free from defects in material and workmanship under normal usage in accordance with the guidelines set in Solar Lord solar water heater literature. This warranty shall remain in effect for Five (5) years after installation of the system to the original purchaser with respect to:

- Storage Tanks
- Solar Collectors
- Mounting frames, brackets

The Solar Lord warranty will remain in effect to all other parts (including valves, elements and thermostats) for a period of twelve (12) months after such installation. Solar Lord shall provide both the labour and the parts required to repair, or, at Solar Lord's option, Solar Lord shall replace any part of the system which upon examination by Solar Lord is determined by Solar Lord to have been defective during the applicable warranty period. The replacement component shall carry the balance of the original warranty period. The water heater must be installed in accordance with Solar Lord's installation instructions along with relevant local and statutory requirements. Damage to buildings, chattels or any other consequential damage caused either directly or indirectly due to leakage of the water heater and breakage of collector glass due to vandalism or storms including hail are not within the scope of this warranty. The term "original purchaser" as used in this warranty means the householder to whom this water heater was first installed for. Except as otherwise provided by law, the warranty set forth herein is the complete and entire warranty made by Solar Lord and there are no other warranties, expressed or implied, whether of merchantability, fitness or particular purpose, or otherwise made by Solar Lord. In addition to this warranty the original purchaser is a consumer as defined by any relevant law such as the Trade Practices Act 1974 or similar State laws, then certain terms and rights will be implied for the benefit of the consumer which terms and rights and any liability of the supplier flowing from them, cannot be excluded, restricted or modified by any provision of this warranty. Solar Lord P/L ABN 49 137 094 921

WARRANTY CONDITIONS

WARRANTY EXCLUSIONS

The warranty will not apply if; the system is not installed, operated, maintained or serviced in accordance with the instructions supplied with product by Solar Lord. Where it is found there is nothing wrong with the water heater; where the complaint is related to excessive discharge from the temperature and pressure relief valve due to high water pressure; where expansion/limit valve to 550 kPa max, check valve and strainer is not fitting in the cold inlet; where equipment supplied by Solar Lord, as part of the standard installation kit has not been installed; where the components not supplied by Solar Lord extended or implied warranties not formally provided by Solar Lord; where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the water heater components; where there is a failure of gas, electricity or water supplies; where the supply of gas, electricity or water do not comply with relevant codes or acts; where a system failure or lack of performance is deemed to be the result of an incorrect installation/commission resulting in a blockage in the copper u tube/s in accordance with the required standards or Solar Lord guidelines; are the sole responsibility for the rectification lies with the Installer/Contractor. The costs on materials and labour, incurred for rectifying / perceived faults not directly attributed to the Solar Lord solar hot water; the external costs on labour or facilities (Cranes, lifting equipment, scaffold or harness) required to repairs; all the consequential loss and damage arising from the defects in components supplied by Solar Lord including; damage caused by incorrect installation/ commissioning/used (ie the solar controller has been turned off); leakage from valves /devices not supplied by Solar Lord; leakage from valves /devices supplied by Solar Lord used exceeds the limits specified in Solar Lord's installation and maintain manual or incorrectly installed. Water hammer or banking noise from overheating /oversizes selection Broken tubes after system complete installation External rust on the storage tank or the collector/s Insufficient hot water (less than 500C) resulted from: i) The consumer turns off the auxiliary booster ii) a faulty tempering /mixing valve or incorrect setting iii) hot water demanding exceeds than recover capability of the auxiliary booster iv) low flow rate or pressure fail to meet operation condition(i.e. insufficient flow for gas booster) v) inadequate supply to the booster unit (i.e. undersized gas line or switches board /wiring) vi) incorrect selection of gas back up unit vii) debris blockage to the filter / the strainer /collector The fitting of replacement part/additional parts, connection or attachments that are not either manufactured or approved by Solar Lord, or altering the hot water system in any way from its original specifications will render the Warranty void. Gas System manufactured for installation where the actual gas supplied is not within the guidelines as set out in the ALPGA Specifications 2000. Defects arising from misuse, accidental damage, neglect or operated without the appropriate fluid; or systems are flushed by a cleaning agent or product not recommended by Solar Lord. Water hammer occurs in the cold or hot water pressure fluctuated above the standard valve settings. Storage System installed within a 5 km radius of a water tower/reservoir must be fitted with a suitable air eliminator. The wrong system for the area or water conditions is installed against Solar Lord published recommendations i.e. an Open circuit system used in poor water quality area. The system installed in a low (<350kPa)/unstable pressure cold water supply. The system installed more than 8 metres ahead or flow/return lines is exceeding 15 metres. The water quality does not meet those specifications as requested in the Quality guidelines. A Maxi Saver Conditioner can be purchased which may improve the water quality. The saturation index condition must still apply, as does the original warranty. Items such as cleaning of glass tube, maintenance and service. Damage is caused by hail or cyclone, fire, lightning, flood, earthquake, landslide, storm, or severe adverse weather conditions. Glass tube fitted to solar collector is not covered by this warranty. It may be claimed as fixed glass on your household insurance, check with your insurance provider. When the system is installed outside of what is deemed by Solar lord as a standard installation i.e. limited access, excessive roof pitch or multiple storey, additional cost may be for the account of the owner. Solar Lord Hot Water shall not be liable for any consequential damages, furniture, roofs/ceilings/walls or other structural damages, or any incidental expenses directly or indirectly due to any defects of its products. Broken Glass Tube The Solar Lord warranties DO NOT cover breakage of solar collector glass and leak damage. Check your household insurance policy covers collector glass breakage.

WARRANTY REGISTRATION

Warranty will only be given where proof of purchase e.g. original invoice and compliance certificate from a licenced plumber are provided. To be eligible to make a claim under this warranty, customer must complete all the Warranty Registration From within 4weeks of the installation and send to Solar Lord (or register on line www.solarlord.com.au/warranty-registration) Please present proof of the date of purchase to any authorised service dealer should warranty service be required. It is therefore in your own interest to register your warranty, retain your receipt and compliant certificate.

PLEASE KEEP A COPY OF THIS REGISTRATION FOR YOU REFERENCE.

NOTE: Our Service Agents act on their own behalf and are not empowered to commit or legally bind Solar Lord in any manner whatsoever. Systems designed for domestic use are only warranty when installed in single, family domestic premises. Contact Solar Lord dealer near you for commercial/industrial details if required. Warranty applies inside of Australia only. Overseas buyer need contact heat office of Solar Lord for warranty cover details. All benefits offered by this warranty are in addition to all other statutory right and remedies which the consumer has in law in respect of the product. Solar Lord reserves the right to discontinue items, modify designs and change specifications without incurring obligation. Whilst every effort is made to ensure that instructions, specifications and other information in this installation manual is correct, no warranty is given in respect thereof and company shall not be liable for any errors therein.