
Solaqua Flat Plate Solar Collector Warranty

General

Sun Heating Tec Inc warranties all Solaqua brand flat plate solar collectors (the “products”) to be free from defects in materials and workmanship for a period of ten (10) years from the date of purchase. This Limited Warranty extends to the End-User of the product at the original installation location, and is not transferable.

Warranty Period

The “Effective Date” of warranty coverage is the installation date as recorded on the installation record form, purchase invoice date, or, if neither are available, the date of manufacture plus sixty (60) days.

Terms of Warranty

1. The decision of whether to repair or replace a faulty solar collector is at Solaqua’s sole discretion. If the collector needs to be replaced, the new solar collector is free of charge. Installation and repair labor costs are the responsibility of the owner.
2. If you require a call out and we find that the fault is not covered by the Solaqua warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Solaqua, that service will be at your cost.
3. Where a failed component is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Solaqua warranty.
4. Where the product is installed outside the boundaries of a metropolitan area as defined by Solaqua or further than 30 km from a regional Solaqua Dealer, the cost of transport, insurance and traveling between the nearest Solaqua Dealer’s premises and the installed site shall be the owner’s responsibility.
5. Where the product is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner’s responsibility.
6. This warranty only applies to the original and genuine Solaqua products in its original installed location and any genuine Solaqua replacement parts.

Warranty Exclusions

This warranty does not cover:

1. Any other components in the flat plate solar collector beyond the Products as defined in this warranty document;
2. Failure of the Product where the design or structure of the Products are attempted to be modified or altered in any way, including by not limited to attaching non-Solaqua approved appliances or equipment, defacing the serial tag or other identification, or relocating from its original point of installation;
3. The workmanship of any installer of the product. Products that are not installed, repaired or maintained by suitably qualified and licensed persons;
4. Failure of the Product due to excessive system pressure, temperature, electrochemical reaction,

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- air impurities, vandalism, fires, floods, storms wind, hail, snow, or other acts of God;
 5. Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the flat plate solar collectors is installed;
 6. Fair wear and tear from adverse conditions (for example, corrosion). Failure of the Product due to freezing or corrosion;
 7. Solar collector is exposed to flow rates in excess of 15Lpm / 4gpm;
 8. Failure of the Product due to use of water or heat transfer liquids that are not within specified quality limits, or non-approved. Medium temperature ($\geq 80^{\circ}\text{C}$ / 176°F) water heating;
 9. Damage to the collector header caused by heat buckling;
 10. Failure or loss of efficiency is due to lime-scale formation;
 11. Any condensation or similar resulting from the normal intrusion of moisture into the collector;
 12. Breakage of collector glass for any reason including hail damage (we suggest that the collector glass be covered by your home insurance policy);
 13. Transport damage;
 14. Misuse or abnormal use of the flat plate solar collectors.

End User Obligations

In order to obtain performance of any obligation under this warranty, the End-User must:

1. Firstly determine if the Product is within the applicable Warranty Periods. This can be determined by referring to the installation record form, or alternatively the original purchase invoice. If neither documents are available, the serial number and manufacturing date will need to be read off the Product serial tag. Some Products may be installed in a location that is not accessible to the End-User and so the information may only be obtained by a qualified service technician. You are not entitled to make a claim under this warranty if your product does not have its original serial numbers or rating labels.
2. Contact the company who installed the original Product, or, if unknown or unable to be contacted, send email to info@sunheatingtec.com or contact Solaqua directly (+1 626 548 1588 or +1 626 548 1598).
3. The following information may be required to determine if the Product issue is eligible for coverage under the terms of this Limited Warranty.
 - Information related to the manner in which the Product(s) were installed.
 - The history of operation.
 - Any repairs that may have been made.
 - Evidence that the Product(s) were installed by a qualified, licensed contractor.
 - Evidence that the Product(s) were installed in accordance with the applicable Product Installation Manuals and any special written design or installation guidelines by Solaqua for this project.
 - Evidence that the Product(s) were installed in accordance with all applicable local building, plumbing and electrical codes.
4. Any expenses incurred in the making of a claim under this warranty will be borne by you.