

## Maintenance

1. Check the system always has power.
2. When not used for a long time and the owner decides to cut off the power to the unit temporarily, the water filled in the water tank must be drained out to prevent from damaging the inner tank.
3. The storage tank comes with an anode inside, over time the anode will break down/dissolve which is designed to extend the life of the tank. Different water quality will have a different effect on the time the anode takes to breakdown. It is recommended that the anode be checked very three years is replaced if required. Failure to do so will void the warranty.



## Warranty

When proof of installation date is not provided, the start date of the warranty will commence from the system date of manufacture determined by the systems unique serial identifier. It is recommended that homeowners keep receipts, invoices, warranties, and any installation record forms where applicable, in a safe place.

### 10.1 Warranty periods

The system is supplied with a six-year warranty, labor is covered for the first year after installation. Eligibility requirements to make a claim

- The person(s) making the claim must be the product owner or have consent to act on behalf of the owner.
- The person(s) making the claim must contact Solar thermal Australia as soon as they notice any defect(s) without excessive delay, and the product must be within its warranty period.
- The product must have its original serial numbers and/or rating labels where applicable.
- The product must be installed in Australia.
- The warranty period begins from the date of installation of the component(s), in the event that proof of installation cannot be provided, the period begins from date of purchase, and in the event that this is also not available, the warranty will begin from date of manufacture of the product

### General warranty conditions

- 1.1. This Warranty is for domestic & residential use of the hot water heating system only. Any application with hot water consumption above 700 L/day is considered NON-residential. Domestic is defined per below:
  - a. Units installed in any domestic dwelling.
  - b. Hot water consumption below 700 Liters per day.

## WARRANTY CONT.

- 2.1. To the extent that a claim falls under the 'Parts Only' Warranty Period, the Warranty covers the repair and/or replacement of such failed component in domestic use free of charge. However, the transport, installation and labor costs of repairing the component or delivering the replacement component and removing and replacing the existing component will be the responsibility of the customer of the existing component.
- 3.1. To the extent that a claim falls under the 'Parts and Labor' Warranty Period, the Warranty covers the repair and/or replacement of such failed component in domestic use and any associated labor costs free of charge. Please note the cost of freight may be charged to the customer.
- 4.1. The decision to repair or replace the component that is the subject of the Warranty will be entirely at the discretion of Solar thermal Australia.
- 5.1. Where a component, in domestic use, is repaired or replaced by Solar thermal Australia, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.
- 6.1. Solar thermal Australia reserves the right to alter the design, components or construction to its domestic hot water system or custom design. Such alterations shall not constitute a defect in design or construction under this Warranty.
- 7.1. Any claim under this Warranty must include full details of the defect and/or damage to the Solar thermal Australia Domestic hot water system or component(s) in domestic use. All claims must be made within one (1) month of the detection of the defect.
- 8.1. Dated proof of purchase is required prior to commencement of any work under this Warranty.
- 9.1. Solar thermal Australia does not warrant any installation work conducted by the installer of the hot water system or component(s) in domestic use.
- 10.1. This Warranty only applies to the Solar thermal Australia domestic hot water system and its components, or component(s) in domestic use and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the Solar thermal Australia Domestic hot water system or component(s) in domestic use.
- 11.1. To the extent permitted by law, Solar thermal Australia shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Solar thermal Australia domestic hot water system or component(s) in domestic use or any other matter related to the system or its operation.
- 12.1. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Solar thermal Australia Domestic hot water system or component(s) in domestic use, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.
- 13.1. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.
- 14.1. This Warranty is effective for all Solar thermal Australia Domestic hot water system or component(s) in domestic use installed after 1st January 2019.
- 15.1. If the Customer has not paid in full for the Solar thermal Australia Domestic hot water system or component(s), then this Warranty does not apply (Proof of purchase is a MUST).

## WARRANTY CONT.

- 16.1. The Solar thermal Australia domestic hot water system and its components or component(s) in domestic use are covered by a warranty against defective factory parts or workmanship from the date the Solar thermal Australia domestic hot water system or component(s) in domestic use is installed for the relevant period for such component as outlined in Table 1 – Warranty Periods. If the date of installation is unknown, the Warranty commences three (3) months after the date of manufacture.
- 17.1. Solar thermal Australia goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 18.1. The heat pump hot water system are covered by Solar thermal Australia for any cost of labor and parts in the event of a Component failure due to any defects that may arise either from workmanship and or faulty material. The Warranty commences on the date of installation.
- 19.1. Solar thermal Australia does not accept liability for consequential damage or any incidental expenses resulting from any breach of the Warranty.
- 20.1. The Solar thermal Australia warranty does not cover the following:
- Subject to any statutory provisions to the contrary, claims for damages to walls, foundations etc. or any other consequential loss caused either directly or indirectly by leakage from the heat pump hot water system or any other faults.
  - Warranty does not cover any faults that may arise from connecting to a water source that is unfiltered such as dams, bores, rivers etc.
- 21.1. The warranty will be rendered void in the following circumstances
- Failure due to misuse, natural disasters, Acts of God, accidental damage, installation by an installer who is not unauthorized to install a Solar thermal Australia heat pump hot water system or incorrect installation and attempts to repair Solar thermal Australia by an unqualified person.
  - Repairs and service carried out by a person who is not a Qualified Service Person or Authorized Service Agent.
  - Faults caused by incorrect installation, water problems and or electricity supply.
- 22.1. Where the Solar thermal Australia heat pump hot water system is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.
- 23.1. This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from:
- accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind;
  - incorrect or improper installation of the Solar thermal Australia heat pump hot water system, including but not limited to, installation otherwise than in accordance with the instructions contained in the owner's manual supplied by Solar thermal Australia or incorrect system selection;
  - alteration or repair of the Solar thermal Australia Hot Water Heating System other than by a licensed plumber or by an approved Solar thermal Australia agent;

## WARRANTY CONT.

4. attachment of any parts or accessories other than those manufactured or approved by Solar thermal Australia;
  5. freezing in regions with minimum temperatures below -10 C
  6. the power supply to the Solar thermal Australia Hot Water Heating System being cut;
    - a. power surges.
    - b. animals, birds and/or rodents.
  7. excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere
  8. faulty plumbing and/or electrical wiring.
  9. Sludge/sediment because of connection to a water supply from filtered or treated sources ie. spring, dam, bore, river or town supply from a bore.
  10. contamination and corrosion from particles in the water supply.
  11. serial tags/stickers on any of the components being removed or defaced.
  12. the Solar thermal Australia Hot Water Heating System being relocated from its original point of installation.
4. If the Solar thermal Australia heat pump hot water system has not been installed in accordance with Manufacturer's Installation Instructions or installed as to be easily accessible for servicing, a service charge may apply.
    1. The integration with tank and controller should follow the instructions in the installation manual.
    2. The operational conditions should not exceed from those specified in the installation manual (i.e. -10 to 43 °C).
    3. The storage tank MUST have a 850 kPa PTRV installed, while the main cold pressure to the hot water system is limited by a 500 kPa PLV.
    4. Electricity supply to the heat pump unit must be accordance with the relevant Australian standards as well as guidelines in the installation manual (i.e. 240 V supply and 20 A circuit breaker).
  5. Where a component may have failed under warranty and is replaced, the component replaced will only be covered by the warranty for the balance of the appliance warranty period.
  6. Water quality must be within limits specified in Table 5.

### 10.2 Heat pump warranty conditions

1. All Solar thermal Australia heat pump hot water system must be installed by a licensed installer.
2. Only a licensed professional must Install, Commission or Service Solar thermal Australia heat pump hot water system.
3. All Solar thermal Australia heat pump hot water system must be installed in accordance with Manufacturer's Installation Instructions and in Accordance with local regulations, municipal building codes and current AS/NZS 3000, AS/NZS 3500, AS 3498 and AS/NZS 5601.

WARRANTY CONT.

<b>Total Dissolved Solids</b>	< 600 mg/L or ppm
<b>Total Hardness (CaCO<sub>3</sub>)</b>	< 200 mg/L or ppm
<b>Electrical Conductivity</b>	850 µS/cm
<b>Chloride</b>	< 300 mg/L or ppm
<b>pH Level</b>	Min 6.5 to Max. 8.5
<b>Magnesium</b>	< 10 mg/L or ppm
<b>Sodium</b>	< 150 mg/L or ppm
<b>Iron</b>	< 1mg/L or ppm
<b>Alkalinity (as CaCO<sub>3</sub>)</b>	< 200 mg/L or ppm
<b>Dissolved (free) CO<sub>2</sub></b>	< 25 mg/L or ppm

**Table 5** Water quality requirement for Solar thermal Australia Hot Water Heat Pump Installation