

Warranty

7 Year Warranty

This warranty applies to water heaters installed in a single family dwelling only. A separate warranty policy applies for water heaters installed in commercial, industrial or multi - family dwellings.

Chromagen Solar Australia Pty Ltd warrants to and for the sole benefit of the original purchaser of water heaters sold by Chromagen, will remain free from defects in material and workmanship under normal usage in accordance with the guidelines set in Chromagen solar water heater literature. This warranty shall remain in effect for seven (7) years after installation of the system with respect to:

- **Storage Tanks**
- **Solar Collectors**

The Chromagen warranty will remain in effect to all other parts (including valves, elements and thermostats) for a period of one (1) year after such installation.

Chromagen shall provide both the labour and the parts required to repair, or at Chromagens' option, Chromagen shall replace any part of the system which upon examination by Chromagen is determined by Chromagen 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 Chromagens' 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.

Except as otherwise provided by law, the warranty set forth herein is the complete and entire warranty made by Chromagen and there are no other warranties, expressed or implied, whether of merchantability, fitness or particular purpose, or otherwise made by Chromagen. 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.

Chromagen Solar Australia Conditions – All models

The above is subject to an area within a 30 kilometre radius of the Chromagen Distributor or Branch from where the unit was purchased. Customers outside this area will be subject to any freight costs and any travelling charges incurred by the Chromagen representative carrying out rectification work.

An 'after hours' Service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as the hours from 8.00AM to 5.00PM Monday to Friday (excluding public holidays).

Exclusions

1. Collector glass is not covered by this warranty.
2. Where corrosion has occurred when the anode has not been changed in accordance with the owner's manual.
3. Where a cold water expansion valve, check valve and strainer is not fitted in areas where main's pressure is likely to exceed 500 kPa
4. The manufacturer shall be under no obligation under this warranty in the case of accident, Acts of God, installation/repairs carried out by persons outside Chromagen installation and maintenance instructions.
5. No responsibility is accepted for any consequential loss or damage caused by a defect.
6. *Where the closed circuit is not filled with Chromagen approved heat transfer or antifreeze fluid in accordance with instructions.
7. *In the case of collapse of the inner cylinder due to an incorrect filling & commissioning procedure.
8. *Where the closed circuit has had water addition not in accordance with the water quality specifications.
9. Frost damage to Chromagen Open Loop solar heaters when installed in a frost prone area without approved frost protection valve/s.
10. Components utilized in the installation of Chromagen water heaters not supplied by Chromagen Solar Australia Pty Ltd. eg: tempering valves, cold water valve assemblies, etc, etc.
11. Extended, or implied warranties not formally provided by Chromagen Solar Australia Pty Ltd.
12. Extra costs incurred for hiring of labour and/or equipment required to effect repairs. Eg: Cranes / Lifting devices, etc.
13. Costs incurred for rectifying faults (or perceived faults) not directly attributed to the Chromagen water heater.
14. If the service agent has to travel more than 30km to service your hot water system you may have to pay for travel costs.

*Applicable only to Closed Loop models.

Non Warrantable items.

It is important to understand that Chromagens warranty policy only applies to items that are covered under Chromagen Solar Australia Pty Ltd's warranty program. The exclusions outlined previously need to be understood, as Chromagen Solar Australia Pty Ltd won't accept charges for repairs or component replacement that are not directly attributable to the Chromagen water heater. As a general rule the following examples are some complaints that Chromagen Solar Australia won't accept as warranty claims –

- Insufficient hot water caused by reluctance from the consumer to utilize the auxiliary booster.
- Insufficient hot water caused by an incorrectly set or faulty tempering or mixing valve.
- Insufficient hot water caused by faulty or incomplete installation.
- Damage to electrical components caused by incorrect commissioning of water heater.
- Damage to Gas water heater caused by incorrect commissioning of water heater.
- Insufficient hot water caused by 'undersized' systems.
- Excessive leakage from valves not supplied with the Chromagen water heater.
- Excessive leakage from the Pressure Temperature relief valve in instances where water pressure or temperature exceeds specified limits.
- Insufficient or fluctuating water temperature caused by insufficient water flow that may occur with 'water saving' tap-ware or appliances. (Gas water heaters)
- Insufficient hot water caused by undersized gas lines. (Gas water heaters)
- Insufficient hot water caused by Blown fuses, 'tripped' electrical switches, or inadequate household electrical wiring.
- Insufficient hot water caused by incorrect selection of Gas type (Gas water heaters)
- Insufficient water flow caused by debris accumulating in water strainer (Gas water heater)
- Water hammer

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