

## **WARRANTY**

**PLEASE ENSURE YOU AND YOUR INSTALLER COMPLETE, SIGN AND RETURN TO HILLS SOLAR THE INSTALLATION REPORT FORM (APPENDIX N) TO REGISTER YOUR WARRANTY**

### **Warranty Conditions**

A licensed gasfitter/plumber and/or electrician in accordance with all installation instructions and all relevant statutory and local requirements of the State in which the system is installed must install the system.

This warranty only applies to the solar system/gas water heater/electric water heater product and does not apply to any additional electrical and/or plumbing parts supplied by the installer or the installation.

The system is covered for the indicated period from the date of the original purchase. Should a part of the complete solar system/water heater product be replaced during this period, only the balance of the original warranty will continue to remain effective.

The system is installed in a domestic household with the pump and controller connected to a 240V power supply at all times throughout the year.

Should this system be installed in a regional location where regular flushing is required due to sediment build-up, the drain cock for flushing must be fitted at the time of installation. If in doubt consult your Installer/Plumber.

Component manufacturers are at liberty to alter the design or construction for the products notwithstanding that the product may have been sold by description or sample, even though alterations made have been introduced from the date of Contract and the date of delivery provided that the products are of the same or similar quality and are fit for the purposes for which they are purchased. Such alterations shall not constitute a defect in design or construction under this Warranty.

The Warranty shall be limited to the replacement or repair, at the option of Hills Solar of any defective products and of such parts as have been damaged in consequence of the defect. Hills Solar is excluded to the extent allowable by Law from responsibility for any consequential loss including:

- Injury to persons;
- Damage to property;
- Economic loss;
- Pain and suffering; and
- Any legal or other damages flowing from any manufacturing fault/defect.

Hills Solar shall be under no obligation to return parts replaced at its option pursuant to this Warranty.

## Warranty Exclusions

**THE FOLLOWING EXCLUSIONS SHALL CAUSE THE SYSTEM WARRANTY TO BECOME VOID. THIS MAY INCUR A SERVICE CHARGE AND COSTS FOR PARTS SHOULD THEY BE NECESSARY.**

Where service is required to reconnect the water heater operation due to problems related with abnormal water supply (i.e. high water pressure), faulty gas fitting, plumbing and/or electrical wiring, or major variations in gas or electrical energy supply.

If the system is sold, repaired or altered by any third party without the consent of Hills Solar.

Claims for damage to walls foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage from the water heater.

Where the system has been drained for a period without the solar tube collector being covered, resulting in damage to collector.

Accidental breakage is not covered by this warranty, and should be added separately to your general household insurance policy.

This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered sources i.e. spring, dam, bore, river or other.

This warranty does not cover the effects of the connection of the appliance to bore waters and highly mineralized waters.

Where water stored in the cylinder exceeds the following levels:

**Table 1 Water characteristics**

Water Characteristic	Level
Total dissolved solids	600 mg/litre or p.p.m.
Total hardness	200 mg/litre or p.p.m.
Chloride	250 mg/litre or p.p.m.
Sodium	150 mg/litre or p.p.m.
Magnesium	10 mg/litre or p.p.m.
pH Levels	6.5 – 8.5
Electrical Conductivity	850 uS/cm

To the extent permitted by law the liability of Hills Industries Limited for breach of this Warranty, or for breach of any condition or warranty imposed by the Trade Practices Act, shall be limited in accordance with the terms of this Warranty to the replacement or repair, at the option of Hills Industries Limited, of any defective products or such parts as have been damaged as a consequence of the defect.

**Table 2 Warranty Coverage Details**

Coverage Details	Coverage Period
Replacement of major components, including Gas Heater, Evacuated Tube Solar Collector, Stainless Steel Storage Cylinder, Solar Circulating Pump, Electric Tank Heating Element, Electric Tank Thermostat that fail due to faulty manufacturing or workmanship will be provided at no charge to the customer for the replacement parts/components. The period for which free replacement applies varies for different components and the details appear below. Replacement or repair excludes all transport costs.	
Hills Solar Controller.	One year – Labour one year.
Flow Control Valve.	Three years – Labour one year.
Salmson Circulating Pump, including associated plumbing parts.	One year – Labour one year.
Bosch Highflow Gas Booster Burner. Including parts and labour.	Three years.
Replacement of Hills Solar Evacuated Tube Solar Collector and Manifold.	Ten years – Labour one year.
Replacement of minor components in the Everlast storage tank.	One Year – Labour one year.
Replacement of Everlast stainless steel storage cylinder in the event of the cylinder rupturing	Ten Years – Labour one year.
Bosch Highflow Gas Booster Heat Exchanger.	Ten years. – Labour one year.
Replacement of Mounting Frame and Copper Header.	Ten Years – Labour one year.
Other parts.	One year – Labour one year.

Both copper & stainless steel are susceptible to corrosion when high concentrations of chloride are present, and therefore use of this system to heat chlorinated pool or spa water will void the Warranty. Chloride levels present in most reticulated public potable water supply are safe for use in the solar collector provided there is no use of bore waters in the reticulated supply.

Where the Solar System is installed outside the boundaries of a Capital Cities Metropolitan area i.e. those areas on STD, the cost of transport, insurance and traveling will be charged to the owner.