



Apricus Australia Warranty Policy

Version 1.3

Warranty Coverage

Section 1.

- 1.1 Subject to the warranty matter, exclusions(Section 1.2) and conditions(Section 1.1) set out in this document, Apricus Australia warrants that the components of the system shall be free of manufacturing defects from the original purchase date for the periods outlined in Table 1-Warranty Coverage.
- 1.2 Apricus Australia warrants all labour services required for one year from the date of installation for any component manufactured by Apricus Solar. Warranty for labour on the remaining system components vary based on manufacturers warranty policy as outlined below.

Table 1-Warranty Coverage

Component	Warranty Coverage
Apricus Solar: Manifold and Mounting Frame	Parts: 15 years Labour: 1 year Contact: Apricus Australia 1300 277 428
Apricus Solar: Evacuated Tubes and Heat Pipes	Parts: 10 years Labour: 1 year Contact: Apricus Australia 1300 277 428
Apricus Solastat/Resol Controller	Parts: 1 year(All States), 5 years (VIC only) Labour: 1 year Contact: Apricus Australia 1300 277 428
3 Speed Circulation Pump	Parts: 1 year(All States), 5 years (VIC only), 2 years(QLD only) Labour: 1 year Contact: Apricus Australia 1300 277 428
Tempering Valve	Parts: 1 year Labour 1 year Contact: Apricus Australia 1300 277 428
Everlast Stainless Steel Tank	Parts: 10 years Labour: 1 year Contact: Everlast 03 9768 2404
Aquamax Tank	Parts: 5 years on cylinder only Labour: 1 year Contact: Aquamax 1800 676 000
Bosch Highflow Gas Booster	Parts & Labour: 3 years Parts: 10 years on heat exchanger Contact: Robert Bosch 1300 30 70 37
Eternity Gas Booster	Parts & Labour: 3 year Parts: 10 years on heat exchanger Contact Chromagen: 1300 367 565
Rinnai Gas Booster	Parts & Labour: 3 year Contact: Rinnai 1300 555 545

Warranty Conditions

Section 1.1

1.1.1 Upon installation of the Products, the licensed plumber must complete a Customer Installation Record Form containing the Customer's contact details, product installation date, product serial numbers, licensed plumber contact details, summary of system format and contact phone number(s) of the merchant and/or group. A copy of the completed form should be left with the Customer, a copy kept on permanent file by the Installing plumber and a copy sent to Apricus Australia.

1.1.2 The solar water heating system must be installed in accordance with the manufacturer's installation instructions, the local, State and National authorities and all relevant statutory requirements - AS3500.4 & 5, AS5601, AS3000, AS2712 etc.

1.1.3 Installation may only be completed by registered plumbers, gas fitters and electricians that are licensed in the state the installation is completed.

1.1.4 This warranty applies only to those components provided as part of the Apricus solar water heating product and not any electrical or plumbing parts provided by the installer. e.g. Pressure limiting valve, duo-valve, etc.

1.1.5 The coverage period is valid from the date of installation. Should any part of the complete solar water heating system be replaced during the warranty period, the balance of the original warranty will continue to remain effective.

1.1.6 The electrical system components must be installed (in a domestic application and connected to a 240V power supply) by a qualified electrician in accordance with AS3000.

1.1.7 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 may have been introduced for 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.

1.1.8 Dated proof of purchase is required prior to commencement of warranty work.

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

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

1.1.10 Apricus Australia shall be under no obligation to return parts replaced at its option pursuant to this Warranty.

1.1.12 All Apricus Australia merchants and/or groups shall nominate a service agent. The service agent must be an licensed plumber.

1.1.13 All Apricus Australia agents will submit warranty claims to Apricus Australia and its partners in accordance with the Apricus Australia Warranty Policy; Section 2: "Apricus Australia Warranty Claim Procedure".

1.1.14 Labour credit claims must be submitted to Apricus Australia within 30 days of the service call.

Warranty Exclusions

Section 1.2

The following exclusions may cause the warranty to become void, and may incur a service charge and cost of parts that may be required.

1.2.1. Accidental damage, acts of God, failure due to misuse incorrect installation, attempts to repair the system other than by an licensed plumber.

1.2.2. Where the solar collector leaks or fails to operate normally due to freezing in regions above the snow line and/or with minimum temperatures below -5°C (in accordance with AS/NZS 2712:2007 freeze level 1), or when power supply to the controller and pump is cut.

1.2.3. Damage to the collector due to excessive winds.

1.2.4. Damage to the evacuated tubes due to impact by any object.

1.2.5. The solar collector is left dry (no liquid circulation) and exposed to daily sunlight (i.e. not covered) for a period exceeding 14 consecutive days.

1.2.6. Where the solar water heating system component has failed directly or indirectly as a result of excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere, faulty plumbing and/or electrical wiring, or major variations in electrical energy supply

1.2.7. Subject to any statutory provisions to the contrary, claims for damage to walls, foundations, gardens, etc. or any other consequential loss or inconvenience either directly or indirectly due to leakage from the solar water heating system or any other matter related to the system or its operation.

1.2.8. This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from suitably filtered or treated sources ie. Spring, dam, bore, river or town supply from a bore.

1.2.9. Where the water stored in the cylinder exceeds at any time the following levels:

Total hardness	200 mg/litre or p.p.m
Total dissolved solids	600 mg/litre or p.p.m
Electrical conductivity	850 µS/cm
Chloride	250 mg/litre or p.p.m
Magnesium	10 mg/litre or p.p.m
Sodium	150 mg/litre or p.p.m
pH	Min 6.5 to Max 8.5

1.2.10. Any serial tags/stickers on any of the components are removed or defaced.

1.2.11. The product is relocated from its original point of installation

1.2.12. Subject to statutory provisions to the contrary, Apricus Australia shall not be liable for consequential damage or any incidental expenses resulting from any breach of this warranty.

1.2.13. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the purchaser has under the Trade Practices Act (Commonwealth) 1975, and similar State or Territory laws.