



### WATER HEATER LIMITED WARRANTY FORM

Model No: \_\_\_\_\_ Invoice Date \_\_\_\_\_

Serial No: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Installation Address: \_\_\_\_\_

Company Name of Installer: \_\_\_\_\_

The innovation and quality of Solar Ray's products is assured by an extensive R&D programme. Solar Ray water heaters employ 5 senior engineers and operate an in-house test area. In South Africa, Solar Ray Geysers warrants the original owner of the water heater that under conditions of normal use and maintenance, the product is free from defects and workmanship. The warranty is limited in duration as follows:

#### FULL ONE YEAR WARRANTY:

During the first 12 months after purchase, Solar Ray will, through its Authorised Installers, and free of charge to the Owner, repair or replace any parts found to be defective in the product or workmanship of the product (excluding workmanship on labour of installation).

Replacement parts may be new or remanufactured, at the sole discretion of Solar Ray.

#### LIMITED WARRANTY:

During the first year after date of invoice, the Safety Valve (T/P Valve), 2Kw Element and Thermostat carries a limited warranty (excluding costs of labour, travel and site visit) for 1 year from the manufacturer of the products.

#### HIGH PRESSURE UNIT: 10 YEAR GUARANTEE ON STORAGE VESSEL

In the event of any latent defect in the Storage Vessel becoming manifest within 10 years from date of invoice, Solar Ray will repair or replace the storage vessel. *(Should such defect be the result of faulty installation or not having the system serviced annually, Solar Ray shall be entitled to require the Installer to make good such faulty performance at the Installer's cost.)*

#### WARRANTY AND / OR GUARANTEE TERM

The Warranty and/or Guarantee Term commences on the date of the customer's invoice and shall run for the full period specified, subject to the invoice date being within 1 year of the unit's date of manufacture.

Thereafter the warranty and/or Guarantee period is to be reduced pro-rata by the number of months by which the invoice date is in excess of 1 year from the unit's date of manufacture. The warranty and/or guarantee is limited to the original owner and is not transferable.

## EXCLUSIONS

The above-mentioned Limited Warranty and/or Guarantee does not cover products damaged as a result of accident, abuse, force majeure, misuse, improper installation or annual maintenance, or failure of piping or internal components due to freezing, rust, corrosion or scale build-up.

Damage caused by failure to operate the Solar Heater in accordance with Solar Ray's written instructions as well as damage caused by lightning, storms, hail, any other form of natural disasters, electrical surges, electrical power surges, blown fuses, open circuit breakers, winds, corrosive environments or other conditions beyond the control of Solar Ray are also excluded from this Warranty and/or Guarantee.

Solar Ray shall not be liable for any consequential damage (*including but not limited to damage resulting from safety valve (T/P valve) opening or the system over achieving*) or subsequent loss of revenue arising out of breach of this warranty and/or guarantee, and in no event will Solar Ray be liable for any amount greater than the purchase price of a defective component.

## CONDITIONS OF WARRANTY AND/OR GUARANTEE

1. Should a fault occur on a new Solar Ray Product following installation and initial satisfactory operation, the Water Heater will be repaired, not replaced with a new unit.
2. For Solar Ray's Limited Warranty and/or Guarantee to take effect, payment must have been received in full by Solar Ray and a faxed or e-mailed copy of this Warranty/Guarantee received by Solar Ray for registration purposes.
3. Solar Ray products must be installed by a technician that has received installation and maintenance training directly from Solar Ray or their Authorised Training Agents. Any unauthorized installation, alteration or repair will void this Warranty and/or Guarantee. All repairs are to be carried out by a qualified Solar Ray technician who is registered with the necessary SANS regulatory panels. (Further information in this regard may be obtained from Solar Ray).
4. The installer must ensure that the installation fully complies with Solar Ray's recommendations concerning installation, water piping and electrical work including electrical "earthing" of the unit.
5. All plumbing installations must comply with the current specifications SANS 10254: 'The installation, maintenance, replacement and repair of fixed electric storage, water heating systems', as well as the relevant sections of SANS 10252, Part 1: 'Water supply installations for buildings', and also all local by-laws.
6. All electrical installations must comply with current specifications SANS 10142-1: 'The wiring of premises – Part 1: low voltage installations.'
7. The installer must ensure that the installation fully complies with the requirements of SANS 1307, 10106, 10400, etc, Code of Practice for Solar Systems.
8. The size and model of the Solar Ray water heater selected must be appropriate to the specific application and hot water requirements of the User (SANS specification 75L hot water per person per day).
9. It is a specific condition of this Limited Warranty that **the equipment receives one major service annually** in accordance with the manufacturer's recommendation by a service company authorized by Solar Ray. Half-yearly minor services are also recommended.

All non-warranty service charges are the responsibility of the original owner. Any unauthorized alteration or repairs will void this limited warranty. Labour and Call out charges are excluded from this limited warranty and/or guarantee. This warranty and/or guarantee is not transferable.

10. Any change in ownership of equipment or change in the appointment of a maintenance contractor must be approved and accepted in writing by Solar Ray.

**Guaranteed and backed nationwide by Solar Ray (011) 608-4429 (087) 985-0811**