

Solar Source Warranty – Terms & Conditions July 2008

Solar source systems components are constructed to rigid quality control standards and should provide reliable service for many years. A 12 month warranty applies to all Solar Source products from their date of commissioning when fitted by an authorised Solar Source installer, or from date of purchase if equipment is being installed by the customer. However, as it is possible that this system may be installed in situations outside of recommended guidelines the following limitations apply to our warranty.

- Solar Source systems and optional components should be installed in accordance with the installation notes provided. Installations not conforming to these standards may have their warranty voided.
- Warranty is void where electrical control systems have been affected by water, vermin or unreasonable mechanical stress. Reasonable precautions must be taken by the owner to avoid these situations.

Limitations of Liability

- Solar source systems are intended to supplement and reduce the operating costs inherent in existing heating and cooling systems. While continuous operation may be regarded as critical by the owner. If Solar Source systems are being used in this way it is incumbent of the owner to provide their own heating/cooling contingency plan in the event of system malfunction. Our warranty is not extended to losses incurred by an equipment failure beyond the Solar Source hardware itself. Losses including energy bills of other systems, lost time by staff, costs of unauthorised service personnel and costs incurred by hiring or purchasing backup equipment shall not be the responsibility of the Solar Source manufacturer or its distributors.
- Solar Source systems and their optional components should not be used in situations where its failure will present a direct or indirect threat to human health and safety. Use of Solar Source equipment in these situations is entirely at the risk and discretion of the owner or operator and is in no way approved by the Solar Source manufacturers or its distributors.

Replacement parts

Unless prior arrangements have been made with Solar Source Manufacturers or its Distributors, the following policy applies to all replacement parts provided under warranty.

- Replacement parts should be fitted in accordance with installation and service notes.
- Should any replacement parts be sent to a customer location, they will be sent via regular freight or mail services free of charge. If use of a premium courier or postal service is requested by the customer, this may incur a separate fee.
- Replacement parts are sent on strictly on an *Exchange Basis Only*. The defective or unused parts must be returned to the supplier within 14 days of receiving the replacement part. Failure to do so will cause an invoice to the full value of the parts to be sent to the customer. Further warranty support may be suspended until this invoice is paid up, or the parts returned to the Solar Source distributor.

Transport Policy.

- Many Solar Source components are by their nature heavy and expensive to transport. Should a system failure occur Solar Source Manufacturers and its distributors will work hard to restore service effectively and in reasonable time. This may entail telephone support, a visit by a technician, or it may require that various components of the system be shipped back to the manufacturer for service. Should the cause of the fault be positively identified as being beyond normal operating conditions as described in this document, transport and service costs may be charged to the owner of the system at a reasonable market rate.
- Unless special arrangements apply, the costs of transporting equipment returned to the Solar Source manufacturer or its distributor, shall be borne by the customer. Serviced equipment being *returned* to the customer will be sent free of charge
- If any Solar Source equipment is being returned to an authorised Solar Source service location it is incumbent on the owner of the equipment to ensure that the equipment is suitably packed for transport and that the goods are insured against any damage or loss that may occur while the equipment is in transit. (*Some details of preferred packing methods are outlined in the Customer installer guide*)

Limitations of Third Party Servicing

- Solar Source manufacturers and its distributors shall not be liable for costs of service work or travel expenses incurred by third parties except where these arrangements have been approved in advance. If service work is to be attempted by a third party, a full quotation should be obtained in advance and forwarded to Solar Source manufacturers or its distributors. This is necessary to ensure that any warranty service work that is delegated to an external agency or person, must be done at a reasonable rate by competent service staff.