



Warranty for Apricus Australia Solar Hot Water Heating System

Apricus Australia Solar Hot Water Heating System
by Apricus Australia Pty Ltd (ACN 111 285 271) (“Apricus Australia”)
Terms and Conditions of Warranty

The terms and conditions of the Warranty are set out below.

1. For all warranty issues please call Apricus Australia on **1300 277 428** or email **warranty@apricus.com.au**
2. This Warranty is effective for all Apricus Australia Solar Hot Water Heating Systems manufactured and installed after 1 January 2012.
3. If the Customer has not paid in full for the Apricus Australia Solar Hot Water Heating System then this Warranty does not apply.
4. The Apricus Australia Solar Hot Water Heating System and its components are covered by a warranty against defective factory parts or workmanship from the date the Apricus Australia Solar Hot Water Heating System is installed for the relevant period for such component as outlined in Table 1 – Warranty Periods. If the date of installation is unknown, the Warranty commences one (1) month after the date of manufacture.

Table 1 – Warranty Periods

Component	Warranty Period (Parts Only)	Warranty Period (Parts and Labour)
Manifold and Mounting Frame	15 years	1 year
Evacuated Tubes and Heat Pipes	15 years	1 year
Apricus Controller and sensor leads	1 year (All States), 5 years (VIC only)	1 year
Circulation Pump	2 years (All States), 5 years (VIC only)	1 year
Quickie Kit (Including PTR Valve and Tempering Valve)	2 years 5 years (VIC only)	1 year
Everlast Stainless Steel Tank (does not include element and thermostat)	10 years (All States), 15 years (Eastern seaboard from Sunshine Coast to Tasmania out to Darling Range, Tamworth).	1 year
Apricus Glass Lined Tank (does not include element and thermostat)	10 years on cylinder	1 year
Bosch Highflow Gas Booster	3 years (All States), 5 years (VIC only), 10 years on heat exchanger	3 years
Rinnai Gas Booster	3 years (All States), 5 years (VIC only), 10 years on heat exchanger	3 years
Tank Thermostat & Element	1 year	1 year

5. This Warranty is for normal domestic use of the Apricus Australia Solar Hot Water Heating System only.
6. To the extent a claim falls under the 'Parts Only' Warranty Period the Warranty covers the repair and/or replacement of such failed component in the Apricus Australia Solar Hot Water Heating System free of charge. However, the transport, installation and labour costs of repairing the component or delivering the replacement component and removing and replacing the existing component will be the responsibility of the Customer of the existing Apricus Australia Solar Hot Water Heating System.
7. To the extent a claim falls under the 'Parts and Labour' Warranty Period, the Warranty covers the repair and/or replacement of such failed component in the Apricus Australia Solar Hot Water Heating System and any associated labour costs free of charge.
8. The decision to repair or replace the component the subject of the Warranty will be entirely at the discretion of Apricus Australia.
9. Where an Apricus Australia Solar Hot Water Heating System or a component thereto is repaired or replaced by Apricus Australia, the balance of any original Warranty Period will remain effective. The repaired or replaced part does not carry any additional warranty period.
10. Upon installation of the Apricus Australia Solar Hot Water Heating System, the licensed plumber who installed the Apricus Australia Solar Hot Water Heating System 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.
11. The Apricus Australia Solar Hot Water Heating System must be installed in accordance with Apricus Australia's installation instructions, and all relevant local, state and national statutory requirements, including but not limited to, AS3500.4 & 5, AS5601, AS3000 and AS2712.
12. Installation must be completed by registered plumbers, gas fitters and electricians that are licensed in the State or Territory in which the installation is completed.
13. 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.
14. Apricus Australia reserves the right to alter the design, components or construction to its Apricus Australia Solar Hot Water Heating System. Such alterations shall not constitute a defect in design or construction under this Warranty.
15. Any claim under this Warranty must include full details of the defect and/or damage to the Apricus Australia Solar Hot Water Heating System. All claims must be made within one (1) month of the detection of the defect.
16. Dated proof of purchase is required prior to commencement of any work under this Warranty.
17. This Warranty does not apply to any defects or damage NOT due to faulty factory parts or workmanship including, but not limited to, defects or damage caused by or resulting from:
 - (a) accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind;
 - (b) incorrect or improper installation of the Apricus Australia Solar Hot Water Heating System, including but not limited to, installation otherwise than in accordance with the instructions contained in the owner's manual supplied by Apricus Australia or incorrect system selection;
 - (c) alteration or repair of the Apricus Australia Solar Hot Water Heating System other than by a licensed plumber or by an approved Apricus Australia agent;
 - (d) attachment of any parts or accessories other than those manufactured or approved by Apricus Australia;
 - (e) freezing in regions with minimum temperatures below -15°C (in accordance with AS/NZS 2712:2007 freeze level 1);
 - (f) the power supply to the Apricus Australia Solar Hot Water Heating System being cut;

- (g) power surges;
- (h) animals, birds and/or rodents;
- (i) the solar collector being left dry (no liquid circulation) and exposed to daily sunlight (i.e. not covered) for a period exceeding 14 consecutive days;
- (j) excessive water pressure, negative pressure (partial vacuum), excessive temperature, corrosive atmosphere, faulty plumbing and/or electrical wiring;
- (k) sludge/sediment as a result of connection to a water supply from filtered or treated sources ie. spring, dam, bore, river or town supply from a bore;
- (l) contamination and corrosion from particles in the water supply;
- (m) serial tags/stickers on any of the components being removed or defaced;
- (n) the Apricus Australia Solar Hot Water Heating System being relocated from its original point of installation; and
- (o) the water stored in the cylinder exceeding 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.

18. Apricus Australia does not warrant any work conducted by the installer of the Apricus Australia Solar Hot Water Heating System.
19. This Warranty only applies to the Apricus Australia Solar Hot Water Heating System and its components and does not cover any plumbing or electrical associated parts, including but not limited to any parts supplied by any person installing the Apricus Australia Solar Hot Water Heating System.
20. To the extent permitted by law, Apricus Australia shall not be liable under this Warranty for any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings. or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Apricus Australia Solar Hot Water Heating System or any other matter related to the system or its operation.
21. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the Apricus Australia Solar Hot Water Heating System, which the purchaser has under the Competition and Consumer Act 2010 and consumer protection legislation of the States and Territories. Nothing in this Warranty has the effect of excluding, restricting or modifying those rights.
22. Goods presented for repair may be replaced by refurbished goods of same type rather than being repaired. Refurbished parts may be used to repair/replace the goods.
23. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.