

## **GERMANTECH PRODUCT WARRANTY – MARCH 2018**

For warranty service contact SolarEast Australasia (“SolarEast”) and full contact details are shown at the end of this document.

In addition to the guarantees under the Australian Consumer Law (ACL), SolarEast provides consumers (i.e. retail customers, not trade customers) a warranty that all products in its product range (products) will be free from defects in materials and workmanship under normal use for the period of time applicable to particular components of each product as set out in the table below.

If a product fails to conform to this warranty during the applicable warranty period, SolarEast will either replace any failed component of the product or replace the product free of charge (which SolarEast will determine at its absolute discretion).

### **Warranty Periods**

Hot Water Storage Cylinder (Electric and Split Solar)	10 years
Thermosiphon Tanks (Stainless Steel)	10 Years
Continuous Flow Gas Water Heaters (Heat Exchange)	10 Years
Solar Collectors (Flat Plate and Evacuated Tube)	7 Years
All electrical parts, e.g. element, thermostat, pump, controller	2 years
Associated valves supplied by SolarEast including Frost Valves	1 year
Labour to replace or repair defect	1 year

- The original storage tank must have undergone a 5 year maintenance service no earlier than 2 years before the expiration of the original 5 year warranty period and no later than one month after the expiration of the original warranty period in accordance with the maintenance instructions published in the owner’s manual.
- The failure of the original storage tank or solar collector panel must be certified by SolarEast.

### **Exclusions**

- This warranty only applies to defects which have arisen solely from faulty materials or workmanship in the product and does not apply to other defects which may have arisen as a result of, without limitation, the following:
- Installation by a non-authorized person or installation that is not strictly in accordance with the manufacturer’s installation instructions as described in the Installation and Owner’s Manual;
- Accidental damage, abuse, misuse, maltreatment, abnormal stress or strain of the products;
- Tarnishing and damage to or deterioration of finishes as a result of harsh or adverse conditions (including corrosive environments such as coastal locations, and inadequate ventilation and drainage of installation locations);
- Fair wear and tear;
- Excessive water pressure, blocked pipework, faulty plumbing, restricted flow or excessive temperature;
- Scale formation or the effects of corrosive water where the product has been connected to a water supply that is outside the parameters outlined in the Installation and Owner’s Manual;
- Alterations or repair of the product other than approved by SolarEast are not covered (for the avoidance of doubt, the attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by SolarEast are not covered).
- Where the water heater is installed in a position that does not allow easy and safe access, the cost of accessing the water heater safely, including the cost of additional materials, handling and/or safety equipment, is not covered.
- Personal injury, property damage or economic loss, howsoever caused, will not be covered.
- The warranty is restricted to residential installations only. A separate warranty applies to commercial installations.
- Freight and travelling costs associated with the repair or replacement of the product in accordance with this warranty is not covered except where the product is installed inside a 25 kilometre radius of the business premises of SolarEast.

- Where a failed component or system is replaced under warranty, the balance of the original warranty period shall remain effective. The replaced part or system does not carry a new warranty.
- Solar collector glass damage or breakage is not covered under this warranty. Your household insurance policy should be extended to include damage or breakage of the solar collector glass.
- Freezing and frost damage is not covered under this warranty except where adequate precautions are taken in accordance with the instructions contained in this "Installation Instructions and Owner's Manual" and then only in accordance with the separate warranty coverage provided for any frost protection devices fitted.

#### Australian Consumer Law (ACL)

In addition to this warranty, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

If SolarEast fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

- replacement of the product;
- repair of the product;
- refunding the cost of the product;
- payment of reasonable costs of having the product repaired;
- payment in respect of the reduced value of the product.

As required by legislation, including the ACL, any claims for damage, or any consequential loss either directly or indirectly due to defects of any kind in a product will only be met by SolarEast where the damage or loss was reasonably foreseeable by SolarEast.

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 for compensation for any other 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.

#### HOW TO MAKE A WARRANTY CLAIM

At the time of purchasing your water heater, you should ensure you receive an owner's manual and that details of your purchase, including the date of purchase and the serial number of the storage tank, are recorded therein. You should keep those documents in a safe place in case of a warranty claim as documentary proof of purchase or other tangible evidence will be required to make your claim. Claims can be made at the point of sale or by posting, faxing, or emailing a written claim to SolarEast (contact details listed below) within 3 months of the appearance of a defect. Claims must include the following details:

- Date of purchase;
- Location of purchase;
- Proof of purchase; and
- Contact details including name, address, telephone numbers, and email address.

Please note: When making a service call, it is imperative that the 6-digit water heater serial number, located on the technical label, is quoted.

SolarEast contact details are as follows:

**SolarEast Australasia Pty Ltd**  
**Unit 2, 10-12 Cerium Street**  
**Narangba QLD 4504**  
**E: [service@solareast.com.au](mailto:service@solareast.com.au)**  
**P: 1300 668 886**

Note: Whilst every care has been taken to ensure the accuracy in preparation of this document, no liability can be accepted for errors or omissions and any subsequent consequences that may arise. Specifications and materials may change without notice.