



Solar Hot Water Systems

Warranty Procedures Guide

Providing Insight into hot water & solar systems Warranty Procedures for SolarArk Solar Hot Water System. This is a confidential document for SolarArk representative use only. This document is to be taken as a guide to Warranty Procedures only.

February 2012



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Introduction to Warranty Protocol

The purpose of this guide is to provide a detailed procedure for SolarArk Solar Hot Water Systems warranty and repairs.

This document will provide all aspects of warranty procedures to be followed when dealing with warranty, repair and cost allocations associated with the repairs.

To ensure warranty claims are validated and processed in an acceptable time frame, the guidelines contained within must be followed.

SolarArk only covers warranty work carried out during business hours being Monday to Friday between the hours of 7.00am and 3:30pm.

SolarArk will not be liable for additional labour cost incurred as a result of any request for after hours, weekend or public holiday warranty work to be carried out unless authorised by SolarArk.

SolarArk reserves the rights to reject or void warranty if the customer has not paid in full for the SolarArk hot water system.

Warranty

Warranty Conditions

- i. 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.
- ii. This warranty applies only to those components provided as part of the SolarArk solar water heating product and does not apply to any electrical or plumbing parts provided by the installer.
- iii. The coverage period is valid for the indicated time from the date of purchase. The attending service person reserves the right to verify this date by requesting a copy of the original purchase receipts and the certificate of compliance prior to the commencement of any warranty work. Certificate of compliance must be issued by the installer by law in all States and Territories of Australia.
- iv. Should any part of the complete solar system/water heater product be replaced during this warranty period, only the balance of the original warranty will continue to remain effective.
- v. 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.
- vi. The drain cock for flushing must be fitted at the time of installation should this system be installed in a regional location where regular flushing is required due to sediment build-up.
- vii. Where the system has not been installed in accordance with the installation procedures or installed such that normal service access is difficult, a service charge will apply. Should access be assessed as unsafe, service will be refused.
- viii. Component manufacturers are at liberty to alter the design or construction for the products not withstanding that the product may have been sold by description or sample, even though alterations made have been introduced from 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.
- ix. Dated proof of purchase is required prior to commencement of warranty work.
- x. The Warranty shall be limited to the replacement or repair, at the option of SolarArk Pty Ltd of any defective products and of such parts as have been damaged in consequence of the defect. SolarArk Pty Ltd is excluded to the extent allowable by Law from responsibility for any consequential loss including injury to persons; damage to property; economic loss; pain

and suffering and any legal or other damages flowing from any manufacturing during fault or defect.

- xi. SolarArk Pty Ltd shall be under no obligation to return parts replaced at its option pursuant to this warranty.
- xii. All SolarArk solar hot water systems must be operated and maintained in accordance with the manufactures operating instructions.
- xiii. All independent work carried out must be authorised and prearranged by SolarArk Pty Ltd before any work commences.
- xiv. Labour credit claims must be logged to SolarArk Pty Ltd within 14 days of the service call.
- xv. By law you must observe certain minimum safety precautions when working on high work sites. These safety precautions are outlined in work cover code of practice “safe work on roofs” part one and two in the occupation health and safety act 1983.
- xvi. This warranty applies to water heaters connected directly to a reticulated water supply from a government water utility. This warranty does not apply to water heaters connected to any alternative water supplies if the water chemistry and impurity levels of alternative water supplies exceed the limits specified in Storage Tank Water Characteristics Table. Example of alternative water supplies include private bore water, water from private dams and water supplied from a reticulated water supply but where the water chemistry is deliberately altered before supplying the water heater.
- xvii. SolarArk will not accept any liability for tubes, heat pipes or any other parts of the solar collector that may be damage during transport, handling or installation.
- xviii. SolarArk will not accept any cost related invoices for work carried out under warranty outside of standard business hours (Monday to Friday 7:00am to 3:30pm).

Warranty Exclusions

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

- i. Accidental damage, acts of God, failure due to misuse, incorrect installation including but not limited to, as per owner’s manual, installation guide, installation instruction and any other requirements set by SolarArk and or lack of maintenance.
- ii. If the system is sold or attempts to repair or alter the system without the consent of or other than by an authorised SolarArk Pty Ltd representative.

- iii. 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 -15°C (in accordance with AS/NZS 2712:2007 freeze level 1), or when power supply to the controller and pump is cut.
- iv. Power surges and/ or voltage fluctuation.
- v. Damage caused by animals, birds and rodents.
- vi. Claims for damage to wall foundations, furnishings, roofs or other losses directly or indirectly due to leakage from the water heater.
- vii. Damage to the collector due to excessive winds.
- viii. Damage to the evacuated tubes due to impact by any object.
- ix. This warranty does not cover for any damages incurred to the solar collector, valves/fittings and or storage tank due to incorrect sizing, selection of the solar collector or system water supply pressure under 400Kpa.
- x. The use of this solar hot water system to heat chlorinated pools or spa water. Chloride levels present in most reticulated public potable water supply are safe for use in the solar collector provided there is no use of bore waters in the reticulated supply.
- xi. Damage to Collector as a result of excessive oxygen (Dissolved Oxygen) common in low pressure systems (Supplied from Rain Water Tank/Gravity supplied).
- xii. This warranty does not apply to water heaters connected to any alternative water supplies if the water chemistry and impurity levels of alternative water supplies exceed the limits specified in the water quality table contained in this document. Examples of alternative water supplies include private bore water, rain water tanks, water from private dams and water supplied from a reticulated water supply but where the water chemistry is deliberately altered before supplying the water heater.
- xiii. The solar collector is left dry (no liquid circulation) and exposed to daily sunlight (i.e. not covered) for a period exceeding 10 consecutive days.
- xiv. 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 gas or electrical energy supply.
- xv. This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered or treated sources i.e. spring, dam, bore, river, rain water tanks or town supply from a bore or highly mineralized water.
- xvi. The changing or alternating from one water supply to another can have a detrimental effect on the operation and/or life expectation of water heaters storage cylinder, pressure temperature relief valve, heating unit and solar collector.

- xvii. Warranty form must be filled out and a copy returned to SolarArk within 10 working days of system installation date.
- xviii. Where the water stored in the cylinder exceeds at any time the following levels:
- xix. SolarArk will not cover resulting faults to the storage cylinder and solar collector if this system is connected at any time to a water supply where the TDS contents of the water exceeds 600 mg/l.

Stainless Steel Tanks

Water Quality	
Total Dissolved Solids	<600 mg/litre or ppm
Total Hardness	<200 mg/litre or ppm
Chloride	<250 mg/litre or ppm
Sodium	<150 mg/litre or ppm
Magnesium	<10 mg/litre or ppm
PH Levels	6.5 – 8.5
Electrical Conductivity	850 μ S/cm
Dissolved CO ₂	Gas18mg/litre or ppm
Saturation Index	+0.4 to 1.0 @ 65°

Vitreous Enamel Tanks

Water Quality	
Total Dissolved Solids	<600 mg/litre or ppm
Total Hardness	<200 mg/litre or ppm
Chloride	<300 mg/litre or ppm
Sodium	<150 mg/litre or ppm
Magnesium	<10 mg/litre or ppm
PH Levels	6.5 – 9.5
Electrical Conductivity	850 μ S/cm
Dissolved CO ₂	Gas18mg/litre or ppm
Saturation Index	+0.4 to 1.0 @ 65°

Solar Collector

Total Dissolved Solids	<600 mg/litre or ppm
Total Hardness	<200 mg/litre or ppm
Chloride	<250 mg/litre or ppm
Sodium	<150 mg/litre or ppm
Magnesium	<10 mg/litre or ppm
PH Levels	7.0 – 8.5

- xx. Any serial tags/stickers on any of the components are removed or defaced.
- xxi. The product is relocated from its original point of installation
- xxii. Subject to statutory provisions to the contrary, SolarArk Australia shall not be liable for consequential damage or any incidental expenses resulting from any breach of this warranty.
- xxiii. 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.

Component Warranty

The benefits outlined by this warranty are in addition to all other rights and remedies in respect of the product which you have under the Trade Practices Act and similar State or Territory Laws. Given installation and application is in accordance with the manufacturer's specifications and instructions, SolarArk Solar Hot Water System and components are warranted by SolarArk for the cost of labour and components in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in the table below, Warranty Conditions and Exclusions state in this document.

SolarArk reserves the rights to reject or void warranty if the customer has not paid in full for the SolarArk hot water system.

Major Component	Part	Domestic Use		Commercial Use	
		Parts Warranty	Labour Warranty	Parts Warranty	Labour Warranty
Evacuated Tube Solar Collector	Evacuated Tubes	15 Years	1 Year	5 Years	1 Year
	Manifold	15 Years	1 Year	5 Years	1 Year
	Mounting Frame	15 Years	1 Year	5 Years	1 Year
S20 and S26 Solar Compatible Gas Booster	Heat Exchanger	10 Years	3 Years	5 Years	1 Year
	Other Components	3 Years	3 Years	1 Year	1 Year
Solar Storage Tanks	Vitreous Enamel (SolarArk)	5 Years	1 Year	1 Year	1 Year
	Stainless Steel	15 Years	1 Year	5 Years	1 Year
Components	Solar Controller	1 Year	1 Year	1 Year	1 Year
	Sensor Cable	1 Year	1 Year	1 Year	1 Year
	Circulating Pump	2 Years	1 Year	2 Years	1 Year
	Tempering Valve (If supplied by SolarArk)	1 Year	N/A	1 Year	N/A
	Electric Heating Element	1 Year	1 Year	1 Year	1 Year
	Anode (where applicable)	1 Year	1 Year	1 Year	1 Year

- In order to comply with Queensland State legislation, in Queensland domestic installations only, a 2 year warranty on the solar circulating pump 1 year labour warranty applies.

- In order to comply with Victorian State legislation, in Victoria domestic installations only, a 5 year warranty on the solar circulation pump, solar controller and components within the gas booster with 1 year labour warranty applies.
- For Everlast stainless steel tanks the 15 years warranty applies for installation in Eastern seaboard from Sunshine Coast to Tasmania out to Darling Range and Tamworth all other States 10 years warranty.

Replacement of major components, including evacuated tube solar collector, storage tanks, solar circulating pump, electric tank heating element, electric tank thermostat that fail due to faulty manufacturing or workmanship will be provided at no charge to the customer for replacement.

Warranty will be covered within Metropolitan areas. Where the system is installed outside the boundaries of a Capital Cities Metropolitan area (areas on STD), or where the Solar Hot Water System is installed outside of a 20km radius of an accredited SolarArk Service Agent's premises, the costs of transport, insurance and travelling will be charged to the consumer.

The period for which free replacement applies varies for different components and the details appear below.

Replacement or repair excludes all travel, insurance and/or transport costs. This cost will be passed on to the consumer.

Faulty parts will only be replaced under warranty after the faulty part has been returned to SolarArk for inspection to validate the cause of the failure.

Any parts returned for repair may be replaced by refurbished parts of same type rather than repairing same parts. Refurbished parts may be used to repair or replace the returned parts.

It is a warranty requirement to replace the anode on the SolarArk vitreous enamel tank (glass lined tank) every three years. Failure to replace anode will void warranty.

SolarArk Warranty Claim Procedure

For all warranty claims on SolarArk Solar Hot Water Systems, please contact your SolarArk Representative. A Warranty Claim form will be provided by your representative and forwarded to the Dealer for inclusion of claim details.

The Warranty Claim Form is the initial form raised to start the warranty process. This form is used to track the completion of the stages and labour charges associated with the warranty claim.

The OEM Parts Replacement Report is used to report on types, quantities and faults associated with warranty claims.

Have all information regarding the warranty claim available including:-

- Original purchase receipts
- Copy of Warranty Card
- Installer & Customer Details
- System Details
- Information on Faulty Components

An authorised agent will be allocated to your warranty claim.

In the case that the warranty is not valid, the labour and parts will be charged to the agent or consumer based on the warranty coverage.

Initial Warranty Procedure

Labour claims will only be honoured based on the SolarArk Schedule of Rates and once the faulty stock has been received.

1. Telephone call received by customer support staff
2. Support staff will ascertain the nature of the call.
3. The call will be logged in the After Sales Service Warranty data base

If the call is from a consumer, customer service staff will ascertain if the call is regarding warranty. If the call is regarding sales or service, this will be dealt with accordingly (i.e. forwarded to sales staff or service personnel). Warranty calls will continue with the following procedures.

4. If the call is a warranty regarding OEM components, follow the instructions given for OEM Service Call Procedures.
5. If the call is related to a SolarArk component covered by SolarArk warranty, customer service will send a warranty claim form to the authorised SolarArk dealer by fax or email by close of business the next business day.
6. The first step to be taken by the dealer should be to direct the installing plumber to attend site to investigate the cause of the fault. Should the installer report that the fault is a

SolarArk system fault photographic evidence of the fault should be recorded and sent back to dealer and SolarArk.

7. The dealer is to be requested to supply as much information as possible regarding the system fault or system problem.
8. Customer service update warranty log to register the claim form number and any other information made available regarding the claim.
9. Warranty claim form to be returned from the authorised SolarArk dealer within 48 hours. If the warranty form is not returned, SolarArk will follow up and update the warranty log.
10. Technical department will assess the claim form within 24 hours and ascertain warranty status to be approved or rejected. The outcomes will be registered in the warranty log.
11. If warranty claim is rejected, the technical department will notify the dealer that the warranty is not approved and the warranty log will be noted and closed.
12. For provisional warranty approval, the dealer will be contacted and the warranty log will be updated of the notification.
13. Replacement parts will be dispatched within 24 hours upon notification to the dealer. All faulty parts and labour invoice to be sent to SolarArk within 72 hours of receipt of replacement parts.
14. Should faulty parts not be returned after 5 days a follow up call to be made to the dealer to ascertain warranty progress.
15. Upon receipt of faulty parts technical department to forward parts to supplier for testing and noted in warranty log.
16. Dealer to provide labour invoice to customer service for credit and technical department to update warranty claim log.

NOTE: SolarArk service agent can be requested to attend the service call however if fault is found to be not of a warranty type charges will apply.

NOTE: If the returned parts are found to be serviceable or faulty parts not returned to SolarArk, the warranty will be rejected.

NOTE: If a SolarArk service engineer be required to attend site, this will be charged at the standard SolarArk labour rates including travel, accommodation and any other associated costs if the fault is found to be of a non warranty issue.

OEM Service Call Procedure

Described below is the procedure to follow should warranty of OEM products be required.

1. Consumer to contact the authorised SolarArk Dealer and Dealer will notify SolarArk to obtain all relevant warranty paperwork to initiate procedure claim.
2. Technical Department will log the warranty service enquiry in warranty data base.
3. Dealer to contact OEM to obtain a warranty job claim number and approval within 24 hours after original call received.
4. SolarArk to follow up on the status with the dealer and the outcome of the repairs
5. Should approval not be granted, the dealer will notify SolarArk technical department of the outcome and the warranty data base will be noted and logged warranty job closed.

NOTE: If a SolarArk service engineer be required to attend site, this will be charged at the standard SolarArk labour rates including travel, accommodation and any other associated costs if the fault is found to be of a non warranty issue.

Relevant Suppler Contact List

Component	Contact
Rinnai Gas Booster	Contact: Rinnai 1300 555 545
Aquamax Tank	Contact: Aquamax 1800 676 000
Everlast Stainless Steel Tank	Contact: Everlast 03 9768 2404
SolarArk Solar Collector	Contact: SolarArk 1300 670 966
SolarArk Tank	Contact: SolarArk 1300 670 966

SolarArk Definitions

Terms	Description
Commercial Use	<p>The warranty periods that are allocated under “Commercial Use” are for applications other than domestic use and include but are not limited to, premises such as commercial and industrial buildings, cafes, caravan parks and sporting complexes</p> <p>Commercial Use warranty periods apply to</p> <ul style="list-style-type: none"> • Solar hot water systems supplying central shower blocks. • Solar hot water systems supplying kitchens used for the bulk preparation of food. • Solar hot water systems delivery temperatures pre-set to exceed 70°C for gas boosted systems and 60°C for electric boosted systems. • Solar hot water systems used in commercial or industrial heating processes. • Solar hot water system used in hydronic heating. • Any application that used SolarArk Solar Hot Water Systems in conjunction with building flow and return systems. • Solar hot water systems installed as components of centralised bulk hot water systems. • Solar hot water system used for any other purpose then domestic.
Domestic Use	<p>The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family.</p> <p>Domestic Use warranty periods apply to:</p> <ul style="list-style-type: none"> • Solar hot water systems installed to supply heated water to domestic dwellings. • Solar hot water systems installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures for gas boosted models do not exceed 70°C and do not exceed 70°C for electrically boosted models and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems.
SolarArk Solar Components	<p>Evacuated Tube Collector and Frame Assembly.</p> <ul style="list-style-type: none"> • Air Vent Assembly, installation kit assembly, pump fittings assembly. • 20mm x 22mm compression fittings.
OEM Components	All components not listed as SolarArk Solar Components.
Vitreous Enamel	Vitreous enamel (glass) is used to line the inside of the steel inside the storage tank to prevent rusting. This type of tank is better suited to hard water areas

Disclaimer

This document contains an overview of the SolarArk Solar Hot Water System, all instructions/recommendations must be followed exactly as stated herein. SolarArk Pty Ltd is not responsible for any loss of damage to any person or property of any type, whether direct or consequential, arising from the operation of the solar hot water system or any of its components.

OH&S Disclaimer – SolarArk Pty Ltd and its Authorised Dealers work with and recommend various installation and plumbing companies to install, test and certify correct operation of solar hot water systems. Each installation must be covered by the installer’s insurances, commercial terms and conditions and by the applicable OH&S legislation. Each person that installs assembles or services must comply with all OH&S requirements relevant to the type of work being conducted including, but not limited to, plumbing work, work on roofs and electrical work. SolarArk Pty Ltd and its Authorised Dealers do not accept any responsibility for any loss or damages to any person or property of any type, whether direct or consequential, arising from the installation, maintenance or operation of the solar hot water system or any of its components.