



sunloverheating.com.au

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RIGID PANEL LIFETIME WARRANTY

Including Internal Freeze Protection and 10 Year Cockatoo Protection

Sunlover Heating (the “Warrantor”) warrants the solar pool Panels manufactured by it (the “Panel”), to be free from defects in material and workmanship from the date of purchase by owner (the “Consumer”), subject to the following limitations, terms, and conditions.

1. Duration of the Warranty

- 1.1. First Period: Ten (10) Years Warranty.
- 1.2. Second Period: Lifetime Limited Warranty. (15 Years)

2. Warrantors Obligations

- 2.1. During the First Period (10 Years), the Warrantor shall be required to exchange a defective Panel due solely to faulty materials or workmanship.
 - 2.1.1. Cockatoo Coverage: During the first 5 years of this First Period, the Warrantor shall be required to exchange a defective Panel due to any direct damage caused by the Cockatoo bird. During years 6 through 10 the Warrantor will provide Consumer a replacement Panel at 50% of the current published Panel List Price, in effect at the time of discovery, for any direct damage caused by the Cockatoo bird.
- 2.2. During the Second Period (15 years), the Warrantor shall be required, under this Limited Lifetime Warranty, to replace a defective Panel due solely to faulty materials or workmanship, the cost of such replacement will be 50% of the current published Panel List Price, in effect at the time of discovery, to be assumed by the Consumer.

3. Installation Conditions

- 3.1. The Panel must be installed in accordance with The Sunlover Heating Installation Manual. Local installation regulation shall provide the base standards by which the installation is performed. Installation standards include but are not limited to:
 - 3.1.1. The Panel must be fully drained when they are not in use.
 - 3.1.2. The Panel must not rest on any sharp objects.
 - 3.1.3. The Panel must not be anchored at both the top and bottom header.
 - 3.1.4. The Panel must be supplied with filtered water.
- 3.2. The Panel has to be serviced by a Sunlover Heating Authorised Dealer.

4. Transferability of Warranty

- 4.1. This Warranty is solely for the benefit of the original Consumer and is therefore not transferable. If at any time, the Panel is resold or has changed ownership; this Warranty shall become null and void.
- 4.2. Customers have the option to apply directly to Techno-Solis for a Transferability Addendum to this Warranty. The cost of this Transferability Addendum is 50% of the current published list price of a Panel, per Panel sold and installed (as per the original sales Contract and Warranty). This application and payment must be returned to Techno-Solis within 90 days of the change in original ownership. Techno-Solis reserve the right to refuse any application.

5. Exclusion of Coverage

- 5.1. This Warranty extends only to damages resulting from defects in materials and workmanship. It does not extend to damage caused by Consumer neglect, misuse, abuse, accidents, violent storms, abnormal weather conditions, freight, improper installation, or by any other fortuitous event caused by any other means whatsoever being out of Warrantor’s direct control.
- 5.2. This Warranty does not cover any cost of labour or associated parts in its execution. Any labour cost or parts cost incurred in the execution of this Warranty is the sole responsibility of the Consumer.
- 5.3. Warrantor shall not be liable for any direct or indirect damages resulting from the Panel or Defective Panel.
- 5.4. No Warranties are, or have been made by Warrantor with respect to the Panel other than those expressly included in this Warranty.



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6. Extent of Warrantor’s Liability

- 6.1. Warrantor’s liability under this Warranty can never exceed the cost of the Panel purchased from Sunlover Heating.

7. Responsibility of the Consumer

- 7.1. The enclosed Warranty Card must be fully completed by Consumer and returned to Warrantor within (30) days from the date of purchase by Consumer.
- 7.2. If, at any time during the period covered by this Warranty, Consumer discovers a Panel to be defective, notice of such faulty conditions shall be given by Consumer to Warrantor in writing within (30) days of discovery of such faulty condition.
- 7.3. The Consumer must establish the original purchase date and system information by making available to the Warrantor the original purchase contract, i.e. Proof of Purchase in the form of the original invoice.
- 7.4. The Consumer is responsible for the good working condition of the system. If you find that your system is not in good working condition, contact your Sunlover Heating Authorised Dealer immediately.
- 7.5. The Consumer is responsible for maintaining a regular service program on the system. The system is to be serviced a minimum of every 12 months from the date of installation. Failure to comply with an annual service of the system will void the product Warranty. The Consumer is responsible for all charges associated with regular servicing of the system.

8. Shipping Costs and Authorisation

- 8.1. Prior to returning any defective Panel to the Warrantor, written authorisation must be received from the Warrantor. If authorisation instructions are not followed, this Warranty shall become null and void.
- 8.2. The Consumer is responsible for any freight involved in returning to the Warrantor’s Plant, any defective Panel for exchange under this Warranty.
- 8.3. Upon approval of the Warranty claim, the Warrantor will make available a Replacement Panel for the Consumer.
 - 8.3.1. The Consumer can opt to pick up the Replacement Panel from the Warrantor’s Plant.
 - 8.3.2. The Consumer can opt for the Warrantor to ship the Replacement Panel to the Consumer, at the Consumer sole expense.

DATED this _____ day of _____, Year 20 _____

Clients Name: _____

Address: _____



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RIGID PANEL HOMEOWNER WARRANTY PROCESS

1. The Homeowner will contact Sunlover Heating to file a Warranty claim.
2. Their information, along with the Warranty status is verified in the Warranty database.
 - a. If the information is correct and the Warranty is in effect, Sunlover Heating will provide the replacement Panel(s) to the Customer and he/she is responsible for the shipping cost on the replacement Panel(s). Once the Panel(s) has been replaced, the Homeowner is asked to return the four corners of the leaking Panel.
 - b. If the home has been sold since the system was installed, then the Customer is notified that the Warranty is no longer in effect but is also advised that the Panel can be replaced with the Customer being 100% responsible for the replacement Panel as well as labour and/or shipping costs.
 - c. If the Warranty is past the initial 10 years since the original installation, the Customer is advised that they are responsible for 50% of the current published Panel List Price along with the labour and/or shipping costs.
 - d. If the Customer's information is not in the database, they will be asked to provide copies of the installation contract which should include their name, address, date of installation and system information. Once this information is received, it is verified and entered into the Warranty database.



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RIGID PANEL WHOLESALER / INSTALLER WARRANTY PROCESS

1. The Wholesaler/Installer will contact Sunlover Heating to file a Warranty claim for his Customer.
2. The Warranty is verified in the database and if in effect, the Panel(s) will be provided to them at no charge as long as the leaking Panel is returned when the replacement Panel(s) is picked up.
 - a. If the Panel(s) needs to be shipped, they will ship directly to the Homeowner as they are responsible for the shipping costs and the Wholesaler/Installer is advised that the Customer is responsible for the labour cost.
 - b. If the Wholesaler/Installer has the Panel(s) in inventory, they are advised that they can replace the Panel(s) and Sunlover Heating will issue a credit once the four corners of the leaking Panel(s) are received by Sunlover Heating.
 - c. If the home has been sold since the system was installed, the wholesaler/installer is notified that the Warranty is no longer in effect but is also advised that the Panel can be replaced with the Customer being 100% responsible for the replacement Panel as well as labour and/or shipping costs.
 - d. If the Warranty is past the initial 10 years since the original installation, the Wholesaler/Installer is advised that the Customer is responsible for 50% of the current published Panel List Price along with the labour and/or shipping costs.
3. If the Customer's information is not in the database, the Wholesaler/Installer will be advised to have the Customer contact Sunlover Heating to provide copies of the installation receipt which should include their name, address, date of installation and system information. Once this information is received, it is verified and entered into the Warranty database.