



sunloverheating.com.au  
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ABN: 87 858 371 003 | ACN: 128 491 734

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**New South Wales**  
Unit 2, 10 Boden Road  
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11 Andy Court  
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## WARRANTY

### Governing Australian Consumer Law

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 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.

This Warranty is between the Original Purchaser and Sunlover Heating Pty Ltd ABN 87 858 371 003 and commences from the date of purchase for the sole benefit of the original purchaser and with respect to the original installation only (non-transferable under any circumstance).

Effective September 1st, 2017, SUNLOVER hereby confirms the following warranty conditions:

- A 10-year warranty will be provided for the Solar Absorber, referred to as "the product."
- A pro-rata warranty will be applicable for 5 years, with the residual value decreasing by 50% annually until the full 15-year period concludes.
- 5 year Warranty on the Sunlover Pre-Moulded Manifold
- 12 month Warranty on PVC Fittings and Pipe
- 12 month Warranty on installation labour

Please refer to separate Product Manufacturer's Warranty for equipment such as controllers, sensors, or pumps.

### Warranty Coverage and Obligations

During the Warranty Period, Sunlover warrants that the Product will be free from material defects in materials and workmanship under normal use and maintenance.

This Warranty is subject to the terms and conditions set out hereunder.

- This Warranty is solely for the benefit of the original Consumer and is therefore not transferable. If at any time, the solar product is resold or has changed ownership; this Warranty shall become null and void.
- Any claims for repairs conducted without prior approval will be rejected.
- Faults attributed to installation or labour errors will be covered by a 12-month warranty from the installation date. Sunlover Heating Pty Ltd will undertake repairs or replacements at their cost.
- Warranty does not encompass parts subjected to misuse, modification, negligence, accidental damage, inadequate maintenance, or improper storage.
- This Warranty extends only to damages resulting from defects in materials and workmanship. It does not encompass parts subjected by Consumer neglect, negligence, misuse, modification, abuse, , accidental damage, violent storms, abnormal weather conditions, freight, improper installation or storage, inadequate maintenance or by any other fortuitous event caused by any other means whatsoever being out of Warrantor's direct control.
- This Warranty extends benefits beyond any other available rights and remedies under applicable laws.
- The Warranty covers product repair or replacement if faults arise from material or manufacturing defects. Sunlover Heating may opt for repair or replacement at its discretion.
- Sunlovers obligation under this Warranty is limited to supplying or repairing defective components at its discretion, with the purchaser bearing the price difference if replacement is chosen.
- After the initial 12 months from installation, this Warranty excludes labour costs for repairs.
- This Warranty does not include labour or associated parts costs in its implementation. Any costs related to labor or parts during the execution of this Warranty are the sole responsibility of the Consumer.





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- Any damage occurring after the product leaves Sunlover Heating's control is not covered by this Warranty.
- This Warranty applies solely to the original purchaser and is void if products are used outside swimming pools or spa pools and chemical balance isn't maintained as recommended.
- This Warranty becomes void if a Sunlover Digital Controller with Winterising function is not used.
- No agent or representative of Sunlover Heating has the authority to alter this Warranty.
- Warrantor shall not be liable for any direct or indirect damages resulting from the solar product or Defective solar product.
- If any provision of this Warranty becomes illegal or unenforceable, it will be severed.
- The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the product (or service), which a purchaser has under the Trade Practices Act and similar State and Territory Laws.
- All expenses associated with making a claim or fulfilling obligations under this Warranty are the responsibility of the Purchaser.

## Installation, Maintenance and Consumer Responsibilities

- The solar product 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:
  - The solar product must be fully drained when they are not in use.
  - The solar product must not rest on any sharp objects.
  - The solar product must be supplied with filtered water.
- 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 Sunlover or an Authorised Dealer immediately.
- The Consumer is responsible for maintaining a regular service program on the system with Sunlover or an Authorised Dealer. 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.

