



WARRANTY RESIDENTIAL SOLAR HOT WATER SYSTEM

TERMS AND CONDITIONS

1 The terms and conditions of the warranty are set out below.

1.1 For all warranty issues please call Edson Pty Ltd on 1300 303 779 or Email

service@edson.com.au.

1.2 Provide full contact details:

- a. Name;
- b. Address;
- c. Contact Phone Numbers;
- d. Copy of Proof of Purchase;
- e. Original Installers Details;
- f. Tank Serial Number;
- g. Collector Serial Number;
- h. Date of installation or commissioning, whichever is the later commissioning date if different to the date of installation;
- i. Photographic Evidence; and
- j. Copy of Local Water Authorities Water Quality Report (if required).

1.3 Within twelve months from installation:

- a. Edson Pty Ltd shall organise to inspect/test and advise for replacement.

1.4 Over twelve months from installation:

- a. Customer /Agent must engage with licensed plumber for repair. Edson Pty Ltd will replace component as per "Terms and Conditions"; and
- b. Any Additional Expenses Incurred Over the 12 Month Period Under the Warranty Will Be Borne by the customer.

2 Warranty Periods. Refer Table 1

COMPONENT	WARRANTY PERIOD (PARTS ONLY)	WARRANTY PERIOD (LABOUR)
Tank Thermostat, Thermowell, Element & Flow Meter	1 Year	1 Year
Solar Controllers & Sensor Leads	1 Year	1 Year
Quickie Kit (Including PTR Valve and Tempering Valve) Excludes Flow Meter	5 Years	1 Year
Grundfos Circulation Pump	2 Years	1 Year
Bosch Highflow Gas Booster	3 Years 10 Years on Heat Exchanger	1 Year
Rinnai Gas Booster	3 Years (All States) 10 Years on Heat Exchanger	1 Year
Edson Tanks (excludes Elements & Thermostats)	10 Years on Glass Lined Cylinders 20 Years on Duplex Stainless Steel Cylinders	1 Year
Manifold & Mounting Frame	15 Years	1 Year
Evacuated Tubes & Heat Pipes	15 Years	1 Year
Pitching Frame	15 Years	1 Year

Table 1

3 This warranty applies to the Normal Residential use of the Edson solar hot water heating system only.

4 It is a legal requirement that water be heated on a regular basis to kill Legionella bacteria that can lead to Legionnaires disease.

4.1 The frequency this temperature must be reached varies, and is explained below:

- a.** Bottom element electric boosted system - Once per week to 60°C;
- b.** Mid element electric boosted system - Once per day to 60°C; and
- c.** Continuous Flow Gas boosted systems Minimum 70°C each time water is used.

5 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 Edson 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 Edson solar hot water heating system.

6 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 Edson solar hot water heating system and any associated

transport, labour costs free of charge.

- 7** The decision to repair or replace the component the subject of the warranty will be entirely at the discretion of Edson.
- 8** Where an Edson solar hot water heating system or a component thereto is repaired or replaced by Edson, the balance of any original warranty period will remain effective. The repaired or replaced part does not carry any additional warranty period.
- 9** Upon installation of the Edson Solar Hot Water Heating System, the licensed plumber who installed the Edson 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 Edson.
- 10** The Edson solar hot water heating system must be installed in accordance with Edson's installation instructions, and all relevant local, state and national statutory requirements, including but not limited to, AS3500.4 & 5, AS5601, AS3000 and AS2712.
- 11** 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.
- 12** Where required 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.
- 13** Edson reserves the right to alter the design, components or construction to its Edson solar hot water heating system. Such alterations shall not constitute a defect in design or construction under this warranty.
- 14** Edson must be notified of any works undertaken on Edson's behalf for warranty approval prior to any claim being made.
- 15** Copy of proof of purchase is required prior to commencement of any work under this warranty.
- 16** 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 the following.

16.1 Excluded from warranty

- a.** Accidental damage, storm damage, vandalism, failure due to misuse or abuse, or neglect of any kind;
- b.** Incorrect or improper installation of the Edson 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 Edson or incorrect system selection;

- c.** Alteration or repair of the Edson solar hot water heating system other than by a licensed plumber or by an approved Edson agent;
- d.** Attachment of any parts or accessories other than those manufactured or approved by Edson;
- e.** Freezing in regions with minimum temperatures below -15oC (in accordance with AS/ NZS 2712:2007 freeze level 1);
- f.** The power supply to the Edson solar hot water heating system being cut;
- g.** Power surges and brown outs;
- 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 for example 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 Edson 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:
 - i.** Total hardness 200 mg/litre or p.p.m;
 - ii.** Total dissolved Solids 600 mg/litre or p.p.m;
 - iii.** Electrical conductivity 850 µS/cm;
 - iv.** Chloride 250 mg/litre or p.p.m;
 - v.** Magnesium 10 mg/litre or p.p.m;
 - vi.** Sodium 150 mg/litre or p.p.m; and
 - vii.** PH Min 6.5 to Max 8.5.

17 Edson does not warrant any work conducted by the installer of the Edson solar hot water heating system.

18 This warranty only applies to the Edson 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 Edson solar hot water heating system.

19 To the extent permitted by law, Edson 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 Edson solar hot water heating system or any other matter related to the system or its operation.

- 20** The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the Edson 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.
- 21** 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.
- 22** This warranty is effective for all Edson solar hot water heating systems manufactured and installed after 1 January 2012.
- 23** If the customer has not paid in full for the Edson solar hot water heating system then this warranty does not apply.
- 24** The Edson solar hot water heating system and its components are covered by a warranty against defective factory parts or workmanship from the date the Edson solar hot water heating system is installed for the relevant period for such component as outlined in warranty periods. If the date of installation is unknown, the warranty commences one (1) month after the date of manufacture.
- 25** 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.