

# SolarHot Collector Warranty Claim Form

Distributor from whom collector was purchased:

Installer/ Contractor:

Collector Model:

Collector Serial Number:

Date of Initial Installation:

Location of Installation:

Description of Problem:

\* Please include any photographs or videos that demonstrate what the problem is

**For Office Use Only**

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Date of Claim:

Case Number Assigned to Claim:

Description of Resolution:

# Warranty

## **SOLARHOT Silver, Platinum, Solstice and Equinox Collectors (Limited 10 year Warranty)**

SolarH2O Limited warrants to Buyer for a period of ten (10) years from the date of sale that the equipment at the time of shipment will be free from defects of design, material and workmanship. If any defects occur during the warranty period, SOLARHOT's sole obligation shall be limited to alteration, repair or replacement at SOLARHOT's expense, F.O.B. factory, of parts or equipment, which upon return to SOLARHOT and upon SOLARHOT's examination prove to be defective. Equipment and accessories not manufactured by SOLARHOT are warranted only to the extent of and by the original manufacturers' warranty. SOLARHOT shall not be liable for damage or wear to equipment caused by abnormal conditions, acts of God, failure to properly prime or to operate equipment without flow or caused by corrosives, abrasives or foreign objects. Please note that the warranty does not apply to conditions or damage caused by:

1. a failed component or part that is not a part of the SOLARHOT collector.
2. freezing conditions
3. misuse, abuse, neglect, accident or alteration
4. cosmetic discoloration of the frame-wall, absorber plate or glazing over time
5. glass breakage
6. the introduction of harmful chemicals, caustic fluids or liquids deleterious to copper tubing, including improperly applied or maintained heat transfer fluids and chlorinated water. The use of SOLARHOT collectors for pool or spa heating is not covered by this warranty unless the pool or spa water is isolated from the collector through the use of a heat exchanger.
7. heat transfer fluids other than distilled water or propylene glycol are used.
8. propylene glycol pH levels exceeding 10 or falling below 8.
9. stagnation in excess of 30 days
10. excessive pressure
11. excessive flow rates
12. improper plumbing configurations
13. clouding or condensation naturally resulting from temporary intrusions of moisture into the collector
14. acts of God
15. installation methods including mounting that do not conform to relevant national, state or local codes and ordinances, good industry practices or current applicable SOLARHOT manuals, diagrams or installation instructions

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED

OR IMPLIED INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. In no event shall SOLARHOT be liable for consequential or incidental damages.

### **Field Labor**

Field labor to repair or replace any defective SOLARHOT product is reimbursable as follows:

Year 1 - \$100 per collector

Year 2-5 - \$75 per collector

Year 6-10 - \$50 per collector

After one year of warranty freight and shipping costs are the responsibility of the owner.

### **Service**

To obtain service for your SOLARHOT collector, notify the dealer who installed or sold the SOLARHOT collector. When notifying your dealer, provide identification of your SolVeloX™, date of purchase (with proof of purchase) and the nature of the defect. To obtain the location of the nearest authorized SOLARHOT service and/or distribution facility, call 1-919-439-2387 or write to: **SOLARHOT Ltd.**, 233 East Johnson St Suite O Cary, NC 27513; or on the web at

<http://www.solarhotusa.com>; email: [sales@solarhotusa.com](mailto:sales@solarhotusa.com).

**SOLARHOT** 233 E Johnson St Cary, NC 27513 **T** 919-439-2387 **F** 919-573-0791 [sales@solarhotusa.com](mailto:sales@solarhotusa.com)

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