



Suntrap Pty Ltd

ABN 87 117 052 856

Tel: 02 9651 2866

email: info@suntrap.net.au

Terms and Conditions of Warranty and Refund Policy

THE SUNTRAP SOLAR HOT WATER PRODUCTS THAT YOU HAVE PURCHASED COME WITH A COMPREHENSIVE WARRANTY.

THE TERMS AND CONDITIONS OF THE WARRANTY ARE SET OUT BELOW.

This warranty is for normal use of the solar hot water system installed in accordance with the Suntrap Solar Hot Water Installation Instructions and Owners Manual. This warranty is limited to parts only as originally supplied in the Suntrap Solar Hot water kit and the suspect part(s) must be returned to the Suntrap factory for inspection and to confirm that the part is faulty. Repair or replacement of returned parts will be at the discretion of Suntrap. Under this warranty, suspect part failures will need to be confirmed in writing by the installer before any part will be replaced. The cost of inspection, removing/re-installing the parts is not covered by this warranty.

This 'parts only' warranty commences on completion of the installation date as confirmed as installed by the installer (or 1 month from the delivery date, whichever is the earlier).

This warranty only applies to parts defects in the Suntrap Solar Hot water systems which have arisen due to faulty materials.

Please call Suntrap Solar Australia for all Warranty claims.

Warranty Coverage

Part	Part Warranty	Labour Warranty
Solar Collector (not including glass evacuated tubes)	10 years Suntrap warranty	Not covered
Stainless Steel Hot Water Tank	10 years manufacturers warranty	Faulty tank removed and replaced (including labour) by Everlast
Tank Thermostat and Element	1 year manufacturers warranty	Not covered
Solar Recirculation Pump	1 year manufacturers warranty 5 years warranty (VIC only) 2 years warranty (QLD only)	Not covered
Solar Controller	1 year manufacturers warranty 5 years warranty (VIC only)	Not covered
Gas Boost Heater	3 years manufacturers warranty	Not covered
Valves and fittings (as supplied by Suntrap)	1 year warranty	Not covered

Please note that Suntrap Solar Australia only supply Solar Hot water kits, to be installed by qualified plumber/installers. The 'parts only' warranty is limited to parts as originally supplied in the Suntrap Solar Hot water kit, and all costs associated with determining whether a part is faulty, returning the part and the refitting of that part is not covered by this warranty (unless identified as above). All returned parts must be confirmed as faulty by the installer in writing to Suntrap, and prior agreement reached to return the part prior to being sent back to Suntrap.

Scope of Warranty

1. Suntrap Solar Hot water products must be installed and operated in accordance with the Suntrap Installation Instructions and Owners manual as supplied at the time of the sale.
2. This warranty does not cover any parts supplied by the installer, electrician or any other persons.
3. This warranty is limited to the periods as stated and replaced parts will only be warranted for the balance of the remaining warranty period.
4. Parts supplied will be subject to design changes, and parts substitution. Suntrap warrants that any changes or parts substitution will be consistent with the original terms of the warranty.
5. Suntrap Solar Australia is excluded, to the intent allowed by law, from any consequential losses, damage, injury or legal claims, caused by failure of any component part of the system (parts as supplied by Suntrap).
6. If the system is repaired by unauthorised persons and parts are replaced not to the original specification, then this would invalidate this warranty.
7. Suntrap Solar Australia is not responsible for any direct or consequential damage caused by breakage, leakage or injury caused by failure of any component part of the system.
8. Glass breakage of the evacuated tubes is not covered by this warranty.
9. Servicing or repair of the system, for whatever reason, is not covered by this 'parts only' warranty.
10. Subsequent relocation of the whole or of any part of the system will void the warranty.
11. Suntrap Solar Australia shall not be liable for any expenses or consequential damages resulting from any breach of this warranty (subject to statutory provisions to the contrary).
12. This warranty does not apply to any defects or damage not due to faulty factory parts, including but not limited to defects or damage caused by or resulting from:
 - a) Accidental damage, bird damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions, contamination or corrosion from particles in the water supply.
 - b) Alteration or repair of the Suntrap Solar Hot water system other than by an approved Suntrap licensed installer, the installer with written authorisation from Suntrap, or a Technician from a Gas or Electricity utility with approval from Suntrap Solar Australia.
13. This warranty does not cover the effects of the connection of the Suntrap Solar Hot water system to bore waters and highly mineralised waters where the water used exceeds the following levels:
Total dissolved solids 600 mg/litre or p.p.m: Electrical conductivity 850 uS/cm:
Total hardness 200 mg/litre or p.p.m: Chloride 250 mg/litre or p.p.m: Magnesium 10 mg/litre or p.p.m: Sodium 150 mg/litre or p.p.m: pH Min 6.5 and Max 8.5.
14. This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered or mineral content sources i.e. spring, dam, bore, river or other.

15. Where a Suntrap Solar Hot water part is replaced by Suntrap, the balance of any original warranty will remain effective. The replacement part does not carry any additional warranty.
16. Suntrap's obligations under this warranty are limited to repair or replacing the Suntrap Solar Hot Water parts. To the extent permitted by law, Suntrap will not be liable for any loss or damage to roof, furniture, carpets, walls, foundations or any other consequential loss of any kind caused by a defect in the Suntrap Solar Hot water system or any component.

Refund Policy

1. Suntrap products (such as solar collectors, water tanks, pumps, valves etc.) – In any situation where a product fails to perform as specified, you are entitled to an exchange or refund upon return of the product(s) to Suntrap within 30 days of purchase.
2. Labour charges and shipping charges will not be refunded.
3. If you change your mind, Suntrap will not refund any monies after the system has been installed.