

AUSTRALIAN CONSUMERS:

Please complete the following and keep with original purchase docket and update in case of sale to a new owner.

OWNER NAME ("Owner"):

ADDRESS:

CITY: STATE: POSTCODE ("Location"):

MODEL SERIAL NUMBER:

INSTALLER:

INSTALLER LICENCE No:

DATE OF PURCHASE and PLACE OF PURCHASE:

TAX INVOICE NUMBER:

Applicable Model Numbers:

- HPWSTR002 – 200L
- HPWSTR003 – 270L

Contact: for technical assistance on any Soltaro product, a repair ticket needs to be opened on <https://support.soltaro.com>

Product: any Heat Pump Hot Water system sold by Soltaro Pty Ltd.

Installation: The installation and handling of Soltaro Products requires professional skills and should only be performed by qualified professionals. Claims under this Warranty will be honored only if the End User can provide the proof that the Products are under normal application, installation, use and service conditions specified in Soltaro's latest version of the Installation Manual.

Owner Responsibility: Before you request repair to the Product under this Warranty please check the following to save you unnecessary expense. You will have to pay for service calls in relation to the Product and any repair made to the Product that is not related to a manufacturing defect in the Product.

Power: Your Product should be connected to a dedicated circuit. If your Product will not operate, please check that the circuit breaker or Residual Current Device (RCD) has not been tripped. These will be located in your main switchboard. If either of these devices trips repeatedly, please call your installer to investigate.

User Controls: Ensure that all user controls are correctly set.

Installation: Confirm that the Product is correctly installed. If necessary consult with the installer.

Obstructions: The Warranty does not cover problems caused by dirty air filters, air flow obstructions to the Product, leaves, dust, or foreign objects blocking vents and coils. These are important points to be kept under observation and should be checked regularly. Regular checks for and clearance of obstructions are the Owner's responsibility.

Relocation: This Warranty does not cover relocation or re-installation and setup of the Product.

In this Warranty, the words "**Soltaro Service Center**" mean an accredited service center or a repair partner of Soltaro Pty. Ltd. or a repair agent of an Approved Partner, in each case appointed to service or repair Products. The words "**Approved Partner**" mean a company that is authorized by Soltaro Pty. Ltd. to sell Products in the Location. The words "**Accredited Installer**" mean the company authorized by Soltaro Pty. Ltd. to install the Product in the Location.

1. This Warranty:

- a) covers the Product described above against manufacturing defects in the Product for a period of sixty (60) months/5 years from the date the original system is purchased by the first Owner ("Original Owner")
- b) covers the cost of replacement parts and repair labor for those parts that have shown to have a manufacturing defect;
- c) in respect of replacement parts, it covers against manufacturing defects for the greater of: (i) 12 months from the date on which the replaced part was installed; and (ii) the remainder of the warranty from the date the original system was purchased. Note: In the event that the indoor unit (or a part of it) is replaced separately to the outdoor unit (or a part of it) or vice versa, then the warranty against manufacturing defects on the replaced unit or part will be the greater of: (i) 12 months from the date on which the replaced unit or part was installed; and (ii) the remainder of the warranty from the date the original system was purchased. For the avoidance of doubt, any such replacement will not affect the term of the warranty on the non-replaced unit or parts.
- d) only covers the Product if the Product was purchased by the Original Owner from an Approved Partner in Australia and operated in Australia.
- e) does not cover any consumables including accessories (remote controls) and/or air filters supplied with the Product unless such items are shown to be defective when the Product was first purchased by the consumer.
- f) does not cover any dented or damaged panels or covers unless the dent or the damage to the panel was the result of a manufacturing defect and Soltaro Pty. Ltd. is notified about the defect in the panel or cover within 7 days of the Product first being purchased.
- g) does not cover any damage to paintwork, metalwork, or finished trims of the Product caused by weathering, atmospheric fallout, hail, salt, or other corrosive residue, foreign matter entering the Product (e.g., dirt and moisture) or any other outside agency.
- h) does not cover problems or unsatisfactory performance caused to the Product by faulty or incorrect external wiring, incorrect power supply, voltage fluctuations, other voltage transients or electromagnetic interference not originating within the Product.

2. This Warranty will not apply if:

- a) this Product is not installed by an Accredited Installer that is licensed by Soltaro Pty. Ltd. or the Product is installed incorrectly.
- b) the Product is damaged by the use of an accessory not supplied by Soltaro Pty. Ltd..
- c) the Product is damaged by a consumable which is not supplied by Soltaro Pty. Ltd., an Approved Partner, or a Soltaro Service Center.
- d) the Product case is opened by a person other than an Approved Partner or Soltaro Service Center.
- e) the Product is damaged by the incorrect use or installation of the Product or any consumable.
- f) the Product is damaged by a failure to check and clear obstructions in the Product, including the air filters, vents, coils.
- g) the Product is installed in a moveable dwelling, e.g., caravan or boat.
- h) the Product is re-installed during the period of the Warranty at any location other than the original location.
- i) the Product is used for a purpose other than the heating of water for use in a domestic or commercial property.

3. Under this Warranty:

- a) where a valid Warranty claim is made under this Warranty, the Product will be repaired, during normal business hours, at the premises of an Soltaro Service Center without cost to the Owner for parts and repair labor or, at the option of Soltaro Pty. Ltd., the Product will be replaced.
- b) where a valid Warranty claim is made under this Warranty, Soltaro Pty. Ltd. will arrange and or pay for an Soltaro Service Center to attend a customer's site if it is within a 80 kilometer radius of the Soltaro Service Center's home base. The Owner is responsible for all travelling and transport costs and in-transit insurance if the Owner requests any repair to be performed at premises that is beyond a 80 kilometer radius from an Soltaro Service Center's home base.
- c) the Owner is responsible for all charges incurred for repair outside of normal business hours.
- d) the Owner is responsible for providing reasonable and safe service access to the Product. This Warranty does not cover any costs or additional labor associated with gaining access to the Product installed in restricted access or high locations.
- e) the Owner is at all times responsible for the repair of damage to the Product that is not a manufacturing defect, including damage to the Product caused by any accidental or intentional damage to the Product (whether or not the damage is caused by the Owner), improper voltage, fire, misuse, abuse, neglect, alterations or negligence, incorrect or incomplete installation or operation, major disaster including floods, lighting strikes, cyclones, bushfires and earthquakes, vermin or foreign matter entering the Product, e.g. dirt and moisture. Further requirements on the correct installation, operation and maintenance are included in the Instruction Manual which are required to be followed by the Accredited Installer and the Owner.

4. For repair of the Product under this Warranty:

a) Soltaro Pty. Ltd. should be contacted by opening a repair ticket on <https://support.soltaro.com> within thirty (30) days of the Owner becoming aware of the manufacturing defect in the Product. Alternatively, the Owner can contact the Approved Partner or Accredited Installer, but each of these is required to inform Soltaro Pty. Ltd. within 30 days of the Owner becoming aware of the manufacturing defect. Soltaro Pty. Ltd. is not obliged to repair systems which have a manufacturing defect which has not been informed to it within 30 days or the defect occurring unless this is required by law.

b) this Warranty with the original purchase documents and photographs of the installation must be presented to Soltaro Pty. Ltd. To facilitate the warranty repair procedure.

5. The rights provided under this Warranty are in addition to any other rights and remedies which you have under law.

6. To the fullest extent permitted by law, Soltaro Pty. Ltd's liability under this Warranty is expressly limited at Soltaro Pty. Ltd.'s option to:

a) in the case of Products, the replacement of the Product or the supply of an equivalent product, the payment of the cost of replacing the Product or of acquiring an equivalent product or the repair of the Product or payment of the cost of having the Product repaired; and

b) in the case of services, supplying the services again or the payment of the cost of having the services supplied again.

7. The provisions and conditions of this Warranty cannot be varied without Soltaro Australia's written consent.

Soltaro's Products come with guarantees that cannot be excluded under Australian Consumer Law. As user, 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 Products fail to be of acceptable quality and the failure does not amount to a major failure

CONTACT:

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Online Contact Form <https://support.soltaro.com>

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