



***Novasun Solar Water Heating Systems
Warranty Agreement – Residential market
Provided by WE Geysers (Pty) Ltd***

1. Introduction

WE Geysers (Pty) Ltd, the manufacturer/supplier of the NOVASUN direct solar water heating systems, hereby warrant the performance of the Novasun Solar Water Heating Systems to comply with the applicable SABS standards and further warrant the product against faulty materials and/or workmanship in manufacture.

This is the only warranty given and it expressly excludes all other warranties, expressed or implied in law, including implied warranty of merchantability or fitness for particular purpose.

No amendments or additions to the warranty shall be binding on WE Geysers (Pty) Ltd.

In this warranty agreement the following words and clauses shall have the meanings assigned to them hereunder:

1. "The Company/Us or We mean WE GEYSERS (PTY) LTD, of 7 Nellmapius Street, Chamdor, Krugersdorp, Gauteng, South Africa, and/or our authorized Supplier, Distributors, authorized ESKOM accredited Solar Installers of SABS Approved Solar Geyser Systems and registered members of SESSA, the Sustainable Energy Society of Southern Africa: Solar Water Heating Division.
2. "Solar Water Heating System" means the SABS approved NOVASUN hot water solar geyser system consisting of Solar Collectors and The Geyser Cylinder.
3. "Solar Collectors" means NOVASUN Solar Collector(s), supplied/installed by us, carrying unique markings and which installation has been recorded by us at the "Installation address".
4. "The Geyser Cylinder" means a Solartherm branded hot water cylinder geyser, supplied/installed by us, carrying its unique dated production serial number and which installation has been recorded by us at the installation address.
5. "You/Your/user/the customer" means the person, legal entity, association or partnership that purchased and or uses the solar water heating system at the installation address.
6. "domicilium address" means the address where "The Company" will accept notice in writing, being 7 Nellmapius Street, Chamdor, Krugersdorp, Gauteng.
7. "Installation address" means the address where the customer's solar geyser system has been installed and which has been reported to us or recorded by us.

2. Extent of the Warranty

The hot water storage cylinder and collectors supplied to You and installed by Us, according to SANS 10106:2006 "*The installation, maintenance, repair and replacement of domestic solar water heating system*", are warranted as per the warranty schedules below, during the warranty period, according to the provisions of the Consumer Protection Act No 08 of 2008 of South Africa.

3. Warranty Conditions

The period of the warranty is calculated from the date of installation, provided that the complete solar water heating system is installed, commissioned and documentation confirming installation and installer details are furnished to us.

Alternatively, the date of manufacture, as determined by WE Geysers (Pty) Ltd from information on the cylinder and/or solar collector serial numbers, shall be deemed to be the commencement date of the warranty period.

4. Warranty Territory

This warranty is applicable within the borders of South Africa.

5. Warranty Term

This warranty extends beyond the original purchaser to subsequent owners of the system during the original warranty period subject to the all terms and conditions of this warranty.

6. Warranty Schedules

- **Hot Water Storage Cylinder (tank)**

WE Geysers (Pty) Ltd, the manufacturer of the storage cylinders, warrants that the storage cylinder shall be free from defects caused by faulty workmanship or materials that affect the normal functioning of the cylinder as prescribed by the relevant standards for a period of 10 years.

- **Solar Collectors**

WE Geysers (Pty) Ltd the supplier of the solar collectors warrants that the collectors shall be free from defects caused by faulty workmanship or material that affect the normal functioning of the collector as prescribed by the relevant standards for a period of 10 years.

- **Components**

WE Geysers (Pty) Ltd warrants that the components listed below shall be free from defects caused by faulty workmanship or material that affect the normal functioning of the component as prescribed by the relevant standards for the following periods and as described below.

Component	Warranty Period
Element & Thermostat	1Year
Vacuum Breakers	2 Years
Temperature & Pressure Valve	2 Years
Safety Valve	2 Years
Drain Cock	1 Year
Roof Mounting Hardware	10 Years
Geyser Drip Tray	1 Year

- **Labour**

During the applicable warranty period WE Geysers (Pty) Ltd will inspect the system, and upon concluding that the failure of the system resulted from the defective cylinder and/or solar collectors will repair or replace the failed part with labour free of charge.

7. WARNING: Warranty is void under the following circumstances

Failure to follow and comply with these warranty terms, conditions and maintenance requirements may result in system malfunctions which should otherwise not occur.

- The warranty will be void:
 - Where the storage cylinder is not installed in accordance with SANS 10106:2006 and The Novasun Installation Manual. This strictly includes the installation of a drip tray in the case of split thermosiphon or pumped systems.
 - Where the solar systems and/or its components are not installed, operated or maintained in accordance with SANS 10106:2006 and/or the User Obligations are not adhered to.
 - Where the solar system(s) and/or its component(s) are misused, damaged, abused, neglected or installed by an unauthorized person or subject to accident, alteration or modification.
 - Where a pressure reducing valve is required, but not installed or has been altered or tampered with.
 - Where elements/thermostats/controllers have ceased functioning or have been damaged as a result of the hot water storage cylinder running dry/empty;
 - Where a non-accredited solar installer, electrician or plumber carried out installations, repairs and/or maintenance on the system;
- The connection, attachment, integration or general association of other equipment or parts that directly or indirectly affect the operation, failure, or performance of the equipment, damage to any property, not having been done according to the standards, will void this warranty;
- Failure to follow our lawful advice and instructions regarding the use and maintenance of the system and its components.

8. Exclusions

This warranty excludes the following events or incidents causing damage or malfunctioning of the solar water heating system namely:

- Consequential damages or any incidental expenses resulting from any breach of this warranty such as inconvenience, damage to residence, damage to movable or immovable property, lost time or use of the system and the use of timers;
- Acts of nature;
- Normal wear and tear;
- Failures of elements and thermostats resulting from polluted water;
- Failures of parts and components supplied by the Accredited Installer such as mounting systems, timers, pumps.
- Solar Systems not used or maintained according to our instructions, as per this warranty;
- Decommissioned Solar Systems by any unauthorized person;
- Incorrect use of or settings of Timer devices and controllers;
- Broken glass of solar collectors; and
- Any loss of water or electricity supply to the solar geyser system, to pumps or controllers.

Where our appointed service provider was appointed, on your request so recorded by us, to inspect the system you will be liable for the inspection fees should it be found that the systems failure resulted from any of the above excluded incidents.

9. Obligation of the User and Maintenance Instructions

It is the customer or user's obligation to ensure that the:

- Electricity (where applicable) and water is supplied to the Solar Water heating system;
- Solar panels are kept free from dust accumulation and salt crystallization;
- Temperature control is not higher than 55°C for thermosiphon systems or 65°C for pumped systems;
- Solar panels are not covered by shadows from trees, walls, other buildings or the like;
- Timer fitted to regulate electricity supply be monitored and settings maintained to the customer's own heated water requirements.
- Solar Water heating system's operation complies with any regulatory requirements.

Where our appointed service provider was appointed, on your request so recorded by us, to inspect the system you will be liable for the inspection fees should it be found that the systems failure resulted from any of the above failures to maintain your system.

10. User Notification

- Your Solartherm Cylinder is lined with a unique PEX-lining, which enable us to provide you with a 10 year product warrantee, that in certain cases when new in use may have a distinct, but completely harmless "new plastic smell". Should this occur allow for a few weeks of normal use during which it should completely disappear.
- Under no circumstances should any Novasun Solar Water Heating System installation be done by an unqualified person, since a non-compliant installation may result in the system not performing according to the standards, us not performing warrantee work, injury or harm to people and damage to property.

11. Registration of Guarantee Claim Procedure

You must at all times log your warranty enquiry with us at our 24/7/365 Solar Geyser Helpdesk to register your claim. A reference number will be provided to you, which you must quote at all times when communicating to us. Contact us on telephone number:

SolarAssist 0861 106 618

12. Appointment of Service Agent

We will appoint a Service Agent within 12 working hours to arrange for an inspection of the solar water heating installation.

Upon approval of your claim our service agent will replace, repair the solar water heating system according to the required SANS standards and issue you with a compliance certificate.

Where our service agent cannot obtain access to the solar water heating system it will be your responsibility to ensure access at your cost.

13. Communication and Complaints

You must at all times keep a record of any maintenance done on the system which on request be supplied to us.

The handling of your claim will be based on the guarantee terms and conditions and you may request that the reason for the handling of your claim be provided to you in writing. We will respond in writing within 7 working days to your request.

Complaints may be reported to SolarAssist at 0861 106 618. Feedback will be provided to the customer on all reported complaints with unique reference numbers.

14. Warrantor Contact details

WE Geysers (Pty) Ltd
7 Nellmapius Street
Chamdor
Krugersdorp
1754

Web: www.wegeysers.co.za

Email: warranties@solarassist.co.za

Shedule /Record of Maintenance

It is in your interest to maintain a record of any maintenance carried out on your Novasun Solar Water Heating System as this may affect any claims you may have.

Date	Name of Accredited Installer/Maintenance Service Provider	Description of Maintenance carried out