

Heliocol Solar Pool Heating Collectors

25 year Collector Warranty

This warranty is issued by Heliocol Solar Pty Ltd ACN 100 349 086 (24 Gassman Drive Yatala Qld 4207 Phone 07 3382 7977, Fax 07 33382 7915) and applies to all Heliocol solar pool-heating collectors distributed by Heliocol Solar Pty Ltd and installed in Australia for the purpose of heating swimming pools and spas.

25 year Warranty

Heliocol Solar Pty Ltd warrant to the original purchaser that the collectors will be free from defects in materials and workmanship in the manufacturing process under normal use for a period of **twenty five years** from the date of initial installation when installed using Heliocol's recommended methods.

Part A. We warrant that if, during the initial 12-year period, a collector, or any of the collector's associated fittings, shows a minor manufacturing defect, the necessary parts to rectify the fault will be supplied. In the case of a major defect, a new collector will be supplied at no cost to the purchaser.

Part B. Following the expiration of the 12-year warranty period in Part A above, we warrant that if during the next 13 year period, a collector shows a manufacturing defect; a new collector will be supplied to the purchaser at one half of the then current retail price.

Any labour, travel and freight costs incurred are excluded from this warranty. Such costs are to be paid by the owner. However, if a collector needs replacing within one year from the date of original installation, Heliocol Solar Pty Ltd may, after negotiation, reimburse fair and reasonable costs.

Exceptions

1. This warranty will not apply if the failure of any component is due to damage, misuse, neglect, abnormal weather conditions, act of God or improper installation.
2. Terracotta and Grey collectors and their fittings, carry a 4 year parts only warranty against colour fading.

How to Claim:

If the attached *warranty registration form* is returned to Heliocol Solar Pty Ltd after installation, the purchaser's details will be recorded. However it is always the owner's responsibility to provide proof of the original installation date for warranty purposes. We strongly recommend the owner's section of this warranty be completed, then attached to the supplier's original invoice for safe keeping **and** the return of the lower section of the next page to Heliocol Solar Pty Ltd. When making a claim, the initial correspondence should be to the Dealer or Distributor from whom the purchase was made. In the absence of satisfactory results following this course, a letter of claim should be sent to the Heliocol Solar Pty Ltd, 24 Gassman Drive Yatala Qld 4207, showing reason for the claim, evidence of purchase (or original installation) and evidence of the defect.

Note: The benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods to which this warranty applies.

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 for 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.

This warranty covers only those parts manufactured by Heliocol. Any other item sold to the purchaser by another party (such as a dealer, distributor or installer) and installed as part of the overall pool heating system is not covered under this warranty, but may carry a warranty of its own.