



# MANUFACTURER LIMITED WARRANTY

## Solar Thermal Components

### LIMIT OF LIABILITY

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Apricus assumes no responsibility under this Limited Warranty for any damage to the Products caused after they have left the control of Apricus, including but not limited to damages caused by any trades people or visitors on the job site, or damage caused as a result of post-installation work. This Limited Warranty shall be invalidated by any abuse, misuse, misapplication or improper installation of the Products.

### GENERAL

Apricus warrants its Solar Collectors and Accessories (the "Products") to be free from defects in workmanship under normal usage for the applicable Warranty Period from the date of installation. This Limited Warranty extends to the End-User of the product at the original installation location, and is not transferable.

In the event of a defect, malfunction or other failure of the Products occurring within the applicable Warranty Period which is not caused by any misuse or damage to the Product while in the possession of the End-User, Apricus will remedy the failure or defect within a reasonable amount of time. The remedy will consist of repair or replacement of the Products, or refund of the purchase price, in Apricus's sole discretion. However, Apricus will not elect to refund the purchase price unless it is unable to provide a replacement, and repair is not commercially practical and cannot be made within a reasonable timeframe. After a reasonable number of attempts by Apricus to remedy any defects or malfunction, the End-User will be entitled to either a refund or replacement of the product or its component parts. The remedies stated herein are the sole remedies for defects within the applicable warranty period.

### WARRANTY PERIOD

The "Effective Date" of warranty coverage is the installation date as recorded on the installation record form, purchase invoice date, or, if neither are available, the date of manufacture plus sixty (60) days.

Component	Coverage
Apricus Solar Collector: Copper heat transfer header	Fifteen years parts
Apricus Solar Collector: Evacuated Tubes and Heat Pipes	Ten years parts
Apricus Solar Collector: Mounting Frame	Fifteen years parts
Heat Dissipater	Ten years parts
Pump Station	Five years parts
	Three years parts for circulation pumps
Solar Controller	Two years parts

### WARRANTY EXCLUSIONS

This warranty shall be void and shall have no effect if:

- The design or structure of the Products are attempted to be modified or altered in any way, including by not limited to attaching non-Apricus approved appliances or equipment;
- The Products are not installed or repaired in accordance with applicable local codes;
- The Products are not installed by qualified, suitably licensed persons;
- The installer had not received Product installation training by an authorized Apricus distribution partner;
- The installation was not completed in line with the guidelines of the then current Apricus installation manual;
- System is exposed to excessive system pressure;
- Solar collector is exposed to flow rates in excess of 15Lpm / 4gpm;
- Any system component is damaged due to freezing;
- Any system component leaks due to corrosion;
- Water quality is not within specified limits, and/or non-approved heat transfer liquids are used;
- Damage to the collector header is caused due to heat buckling;
- Failure is due to wind, hail, storms or other acts of God;
- Failure or loss of efficiency is due to lime-scale formation;
- Failure is due to lightning damage, electrical power interruption or dirty power supply;
- Electrical devices are installed in an environment that exceeds their specified operating range;
- Temperature sensors fail due to water ingress, electrical shorting, or electrical interference;
- Failure of the circulation pump due to running the system dry;
- Product serial tag or other identification is defaced or removed;
- Product is relocated from its original point of installation;
- Collector is not commissioned and is left to dry stagnate for a period exceeding 14 consecutive days;
- Any operation exceeds the documented design limits of the system components.



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Solar Thermal Collector

## HOW TO OBTAIN WARRANTY CLAIM SUPPORT

### End User Obligations

In order to obtain performance of any obligation under this warranty, the End-User must:

(a) Firstly determine if the Product is within the applicable Warranty Periods. This can be determined by referring to the installation record form, or alternatively the original purchase invoice. If neither documents are available, the serial number and manufacturing date will need to be read off the Product serial tag. Some Products may be installed in a location that is not accessible to the End-User and so the information may only be obtained by a qualified service technician.

(b) Contact the company who installed the original Product, or, if unknown or unable to be contacted, contact Apricus directly:

*PO BOX 167 Branford, CT, 06405, USA.*

*Phone: 203 488 8215 Fax: 203 488 8572*

*Email: [warranty-usa@apricus.com](mailto:warranty-usa@apricus.com)*

The following information may be required to determine if the Product issue is eligible for coverage under the terms of this Limited Warranty.

- (i) Information related to the manner in which the Product(s) were installed
- (ii) The history of operation
- (iii) Any repairs that may have been made
- (iv) Evidence that the Product(s) were installed by a qualified, licensed contractor.
- (v) Evidence that the Product(s) were installed in accordance with the applicable Products Installation Manuals and any special written design or installation guidelines by Apricus for this project.
- (vi) Evidence that the Product(s) were installed in accordance with all applicable local building, plumbing and electrical codes.

### Customer Satisfaction

We believe you will be fully satisfied by the service you receive from the local Apricus representatives and from Apricus. However, because our aim is your complete and lasting satisfaction, Apricus adds another feature to your warranty's protection. In the unlikely event that you feel our response to a warranty service request is not satisfactory, Apricus offers you an opportunity to air your complaint in an impartial Mediation process.

The opportunity to mediate any complaint made by an End-User is hereby extended to all End-Users. If you are a Consumer End-User, the provisions of the federal Magnuson-Moss Warranty Act provide that you may not file suit against Apricus until your claim has been submitted to Mediation for an informal dispute settlement and a decision has been reached.