

Duratherm®/Solartherm® - 10 Year/ 5 Year Warranty Manual

1. INTRODUCTION

W.E. Geysers (Pty) Ltd, the manufacturer/supplier of the Duratherm® and Solartherm® water heaters, hereby warrants the quality of these water heaters to comply with the applicable SABS standards and further warrants the product against faulty materials and/or workmanship.

Please note that every Duratherm® and Solartherm® water heater is sold/distributed with a warranty booklet and DB Board sticker which we recommend the homeowner/plumber complete including the serial number for ease of reference should the water heater have a problem. We will not accept any warranty call without a serial number, nor will we waiver warranty terms and conditions for ignorance of the information contained herein.

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.

W.E. Geysers (Pty) Ltd makes NO warranties or representations in respect of the installation of these water heaters, and any claims in respect of installation must be referred to the applicable installer, who shall be solely liable under any installation warranties given. We also make no warranty or representations in respect of performance or lack thereof as a result of the installation.

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

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

- 1.1. "The Company/Us or We mean W.E. GEYSERS (PTY) LTD, of 7 Nellmapius Street, Chamdor, Krugersdorp, Gauteng, South Africa, and/or our authorized Suppliers and Distributors;
- 1.2. Water heater means the SABS approved Duratherm® or Solartherm® Water heater Cylinder supplied by us, carrying its uniquely dated production serial number;
- 1.3. "You/Your/user/the customer" means the person, legal entity, association or partnership that purchased and or uses the water heater at the installation address;
- 1.4. "domicilium address" means the address where "The Company" will accept notice in writing, being 7 Nellmapius Street, Chamdor, Krugersdorp, Gauteng;
- 1.5. "Installation address" means the address where the water heater has been installed.

2. WARRANTY CONDITIONS

The period of the warranty is calculated from the date of manufacture, as determined by W.E. Geysers (Pty) Ltd from information on the water heater ID Plate with a unique serial number, or alternatively and with authorization, the date of installation of the **original** water heater, provided that documentation of proof of the installation date is furnished. If W.E. Geysers carries out replacements or repairs, the warranty will not start again or be extended, irrespective of how many repairs or replacements are carried out.

Even if a water heater is replaced or repaired, the warranty period will still be calculated from the date of manufacture as shown on the ID plate of the original water heater or the authorized installation date of the original water heater, and will not perpetuate with new repairs or replacements. This includes all components.

Any components removed during the warranty period remain the property of W.E. Geysers (Pty) Ltd.

3. WARRANTY TERRITORY

This warranty is applicable within the borders of South Africa.

4. WARRANTY TERM

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

WARRANTY SCHEDULES

4.1. Hot Water Storage Cylinder - Duratherm®

W.E. 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 affects the normal functioning of the cylinder as prescribed by the relevant standards for a period of 10 years or 5 years – whichever warranty period is shown on the water heater.

4.2. Hot Water Storage Cylinder - Solartherm®

W.E. 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 affects the normal functioning of the cylinder as prescribed by the relevant standards for a period of 10 years or 5 years – whichever warranty period is shown on the water heater.

PLEASE NOTE THAT W.E. GEYSERS (PTY) LTD WILL NOT BE LIABLE FOR ANY LABOUR COSTS OF A WARRANTY THAT INCLUDES THE INSTALLATION OF SOLARTHERM® WATER HEATERS WITH HEAT PUMPS; FOR UNDERFLOOR HEATING; WITH ANY OTHER HEATING SYSTEMS AND ANY NON-APPROVED SOLAR SYSTEM INSTALLATION.

4.3. Components

W.E. Geysers (Pty) Ltd warrants that the components listed below shall be free from defects caused by faulty workmanship or material that affects 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

Safety Valve - 1 Year

Drain Cock - 1 Year

Thermostat pocket – 1 Year

Heat Exchanger – 1 Year

4.4. Labour

During the applicable warranty period W.E. Geysers (Pty) Ltd will inspect the water heater, and upon concluding that the failure of the water heater/component resulted from defective workmanship, will repair or replace the failed part with labour free of charge – EXCEPT IN INSTANCES AS MENTIONED ABOVE FOR SOLARTHERM® WATER HEATERS.

5. WARNING: WARRANTY IS VOID UNDER THE FOLLOWING CIRCUMSTANCES

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

5.1. The warranty will be void:

- Where the storage cylinder is not installed in accordance with SANS 10254 and Installation Manual. This strictly includes the installation of a drip tray and isolator switch;
- Where the water heater is misused, damaged, abused, neglected or installed by an unauthorized person or subject to accident, alteration or modification or where repairs or replacements are done before contacting the call centre to obtain a reference number. Any attempt to remove; removal of the water heater; tampering of the water heater etc. automatically voids any warranty.
- Where a pressure reducing valve is required but not installed or has been altered or tampered with, or incorrect pressure reducing valves are used.
- 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 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 water heater and its components.
- The use of non-SABS approved replacement components**

6. **EXCLUSIONS**

This warranty excludes the following events or incidents causing damage or malfunctioning of the water heater namely:

- Consequential damages or any incidental expenses resulting such as inconvenience, damage to residence, damage to movable or immovable property; or any events whatsoever;
- Acts of nature;
- Normal wear and tear;
- Failure of elements and thermostats resulting from poor water quality in areas known for it;
- Failure of parts and components supplied by the installer such as piping etc.;
- Failure of parts and components other than supplied with the water heater;
- Water heaters not used or maintained according to our instructions, as per this warranty;
- Any loss of water or electricity supply to the water heater.

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

7. **OBLIGATION OF THE USER**

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

- Electricity (where applicable) and water is supplied to the water heater;
- Thermostat setting is not higher than 60°C;
- Water heaters operation complies with any regulatory requirements.

Where our appointed service provider was appointed, on your request so recorded by us, to inspect the water heater you will be liable for the inspection fees should it be found that the water heaters failure resulted from any of the above obligations not being met.

8. **USER NOTIFICATION**

- 8.1. Your water heater cylinder is lined with a unique PEX-lining, which enables us to provide you with a 10 year/ 5 Year product warranty, that in certain cases when new and in use may have a distinct, but completely harmless "smell". Should this occur, allow for a few weeks of normal use during which it will completely disappear – **this is not a valid warranty claim.**
- 8.2. Under no circumstances should any Duratherm®/ Solartherm® installation be done by an unqualified person, since a non-compliant installation may result in the water heater not performing according to the standards. Furthermore, we cannot perform warranty obligations on such a unit which may cause injury, harm or damage.

9. **REGISTRATION OF GUARANTEE CLAIM PROCEDURE**

You must at all times log your warranty enquiry with us at our 24/7/365 call centre 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 011 769-1387 or Solar Assist 0861 106 618

10. **APPOINTMENT OF SERVICE AGENT**

We will appoint a Service Agent within 12 working hours to arrange for an inspection of the water heater, unless there are circumstances beyond our control i.e. strikes; riots; acts of nature; water heaters installed in remote areas etc – where we will attend to the call as soon as possible. Under no circumstances will repairs be done on a water heater not installed according to SANS 10254. Upon approval of your claim our service agent will replace, repair the water heater according to the required SANS standards.

Where our service agent cannot obtain access to the water heater it will be your responsibility to ensure access at your cost including the removal and replacement of roof tiles, multi story installations and any other access that does not constitute normal access.

W.E. Geysers (Pty) Ltd will not be liable for excessive travelling expenses incurred by service providers if the water heater is installed in remote areas of South Africa. These expenses will be for the water heater owner.

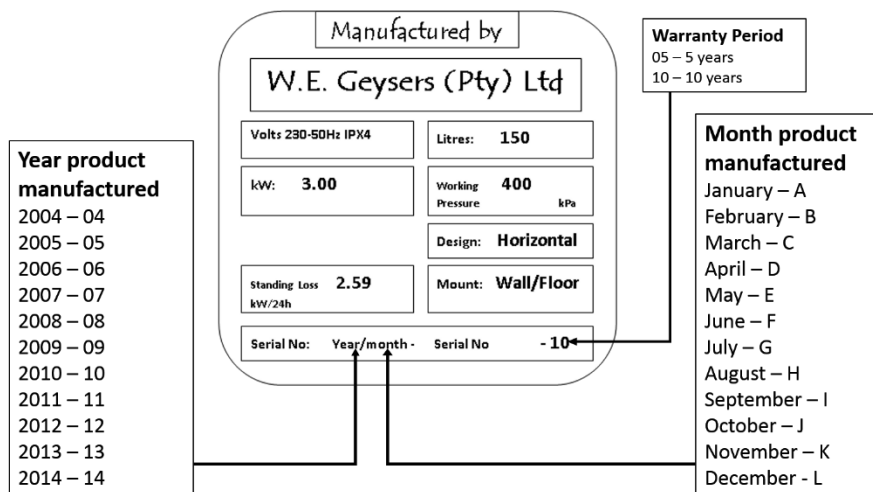
We will not be held liable or responsible for the removal, fitment, resetting and calibration of any electronic or mechanical device which may be fitted to the unit, NOR any damage they may have caused to the water heater.

11. COMMUNICATION AND COMPLAINTS

You must at all times keep a record of any maintenance done on the water heater which on request be supplied to us. The handling of your claim will be based on the warranty terms and conditions and you may request a report be provided to you in writing. We will respond in writing within 7 working days to your request. Complaints may be reported to W.E. Geysers (Pty) Ltd at 011 769-1387, who will refer the call to our call centre. Feedback will be provided to the customer on all reported complaints with unique reference numbers.

12. SERIAL NUMBER

This is an explanation of how to read the serial number.



13. WARRANTOR CONTACT DETAILS

W.E. Geysers (Pty) Ltd
 7 Nellmapius Street
 Chamdor
 Krugersdorp
 1754
 Web: www.wegeysers.co.za
 Email: wegeysers@intekom.co.za