



Warranty, Guarantee and Product Liability

The warranty is performed in accordance with the legal provisions of the Republic of South Africa. The warranty for the products – Franke geysers, the Austria Email geysers and mounting systems - is 5 (five) years. The warranty for the Duratherm geysers – is 10 (ten) years. The solar collector has 10 (ten) year product warranty. All other products delivered by Solarzone (Pty) Ltd the warranty is - 2 (two) years - from the date of invoice.

1. Prerequisite for the provision of warranty services by the Supplier shall be the presentation of the paid invoice for the purchase of the device for which the warranty service is claimed, whereby the identity of the device with regard to the model and the manufacturing number must be evident from the invoice and must be documented by the claimant.
2. To the extent required by the law, respectively in the Operator's Manual and Installation Instructions, the assembly, erection, connection and commissioning of the unit for which the claim is presented must have been carried out by a licensed electrician or installation firm, duly observing all applicable rules
3. No claim for warranty and guarantee shall be granted for:

Improper transport, normal wear and tear, intentional or negligent damage, use of force of any kind or description, mechanical damage or damage caused by frost or by exceeding the operating pressure stated on the rating plate, even if only once, use of connection fittings that do not conform to the standard, use of defective tank connection fittings and unsuitable and defective user fittings. Breaking of glass and plastic components, possible colour differences, damage due to improper use, in particular non-observance of the mounting and operating instructions (Operating and Mounting Instructions), damage by external influence, connecting to incorrect voltage, corrosion damage as a consequence of aggressive waters (hot water not treated in accordance with the standard) that does not comply with the national regulations, natural formation of boiler scale, lack of water, fire, flood, lightning, overvoltage, power failure or other superior forces. Ingress of foreign particles or electrochemical influences (for example: mixed installations), failure to observe the planning documentation, no or improper cleaning and operation, as well as any deviation from the standard that reduces the value or functionality of the unit only slightly. Basically, all the regulations set out in SABS regulations or the corresponding national regulations and laws must also be observed.



4. In the case of a justified complaint, this must be reported to the nearest customer service location of the supplier. The customer service office reserves the right to decide whether a defective part is to be replaced or repaired, respectively whether a defective device is to be replaced by an equivalent functioning device. Furthermore, the supplier expressly reserves the right to demand from the buyer to return the unit to which his complaint relates.
5. Repairs under warranty must be performed exclusively by persons authorised to do so by the Supplier. Replaced parts shall remain the property of the Supplier. If a repair should be required in connection with necessary service work, the supplier shall invoice these as repair and prorated material costs.
6. Any claim for warranty shall be forfeited in the case of an external manipulation without our explicit order, even if any such is performed by a licensed plumber. Costs for repairs carried out by third parties shall be replaced only if the supplier has previously been requested to remove the defect and if the supplier shall have failed to satisfy his obligation to replace the defective item or repair the defect or if it shall have failed to do so within a reasonable period of time.
7. The guarantee period shall not be renewed or extended, neither by the performance of guarantee and warranty obligations, nor service and maintenance works.
8. Transport damage shall be investigated and possibly accepted only if it is reported to the supplier in writing on the next following workday after delivery at the latest.



Product Details

Product Code Collector.....
Serial Number.....
Date Installed.....

Product Details

Product Code Storage tank.....
Serial Number.....
Date Installed.....

Product Details

Product Code Controller.....
Serial Number.....
Date Installed.....

Product Details

Product Code Pump/ pump station.....
Serial Number.....
Date Installed.....

Customer Details

Name & Surname.....
Physical address.....
Postal address.....
Tel (H).....
Tel (W)
Fax.....
Cell phone
Email.....

Installer Details

Installer Code: