

Eautek Flat Plat Solar Collector Limited Warranty Eausun Series

EauTechnik GmbH provides limited warranty for each flat plate solar collector to be free from defects in materials and workmanship to the original consumer purchaser and any subsequent owner of the solar collector only for a total of five (5) years commencing from the date of delivery to the original purchaser. This warranty covers the flat plate solar collector and its components only.

In the event of dispute as to the date of delivery, the date of invoice of the collector, as recorded in the books and records of EauTechnik or its authorized distributors (if sold through a distributor), shall be deemed the date of commencement of the warranty period.

Coverage:

1. Any defect or malfunction resulting in the leakage of water or degradation of the collector performance within the above stated warranty period due to defective material or workmanship (having been verified by an authorized EauTechnik representative), EauTechnik will replace or repair the defective or malfunctioning collector through its authorized distributors. In the case where replacement is required, the collector or part will be replaced with the nearest compatible model available at the time of replacement. Replacement parts or collectors shall be warranted for the remainder of the original warranty.
2. In the case where EauTechnik is unable to comply with the above warranty clause, EauTechnik reserve the right to refund to the original owner the published wholesale price available at the date of invoice of the original solar collector.
3. If at the time of request for service the Owner cannot provide a copy of the original sales invoice or warranty document, this warranty shall not apply to the collector.
4. This warranty extends only to solar collectors utilized in heating applications that have been properly installed by qualified professionals based upon the manufacturer's installation instructions.
5. It is expressly agreed that repair, replacement, and refund are the exclusive to the Owner.
6. EauTechnik or its distributors will not accept claims from the Owner for labor costs, transport/shipping costs incurred by any person because of the repair, replacement, removal, or reinstallation of a solar collector or a component thereof.

Warranty Exclusions:

1. Any collector purchased from an unauthorized distributor or channel.
2. Any collector not installed by a qualified professional or installation that does not conform to applicable national or local building codes and regulations.
3. The design or structure of the collector is attempted to be modified or altered in any way other than instructions given in the installation manual by an authorized EauTechnik representative or distributor.
4. Service visits to teach you how to install, use, maintain, or bring installation in compliance with national/local codes and regulations.
5. Failure to locate the collector in an area where leakage of the storage tank or connection lines will not result in damage to the area adjacent to the collector or lower floors of the structure.
6. Any failed components of the rest of solar water heating system and any components not manufactured or supplied by EauTechnik as part of the collector.
7. Collectors repaired or replacement parts used without the prior written approval of an EauTechnik representative.
8. Damages, malfunctions, or failures due to the improper installation, operation and maintenance as instructed in the installation manual and applicable local codes and regulations, or good plumbing and electrical trade practices.
9. Damages, malfunctions, or failures due to operation of the collector at pressures exceeding the working pressure shown on the product nameplate/rating label/datasheet.

10. Failure to operate the collector in an appropriate solar water heating system with properly sized and installed system components.
11. Failure or performance problems caused due to improper sizing/selection of the solar collector or any related system components including the piping.
12. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.
13. Failures (leaks) caused by operating the collector in a corrosive or contaminated environment.
14. Any damage or failure resulting from improper water chemistry. Water chemistry requirements – Water pH between 6.5 and 8.5. Hardness less than 7 grains (120 mg/L). Chloride concentration less than 100 ppm (mg/L). TDS less than 500 ppm (mg/L).
15. Any damages, malfunctions, or failures from the use of a dielectric union.
16. Production of noise, odors, discoloration, or rusty water.
17. Solar collectors replaced for cosmetic reasons.
18. Components of the collector that are not defective but must be replaced during the warranty period as a result reasonable wear and tear.
19. Damages, malfunctions, or failures resulting from the use of attachments or components not supplied by EauTechnik as part of the collector.
20. Solar collectors moved from the original installation location.
21. Solar collectors that have had their rating labels or nameplates removed.
22. Solar collectors with broken glass.
23. When installed in a system using a glycol based heat transfer fluid and the collector is left exposed to daily sunlight without hot water usage or effective heat dissipation, such that the collector dry stagnates, with the exception of stagnation due to system component failure or power outage, where the system failure is remedied withing forty eight (48) hours of occurring, and solar collectors left dry (no liquid circulation) and exposed to daily sunlight (not covered) for a period of time exceeding fourteen (14) consecutive days.
24. Any labor or shipping charges incurred by any person in connection with the examination or replacement of a solar collector or parts claimed by the Owner to be defective.
25. Replacement or repair excludes all transportation, shipping, and installation labor costs.

Owner Obligations:

1. Install the collector and the related system components by qualified professionals or by an EauTechnik representative.
2. In case of a defect, give notice of the existing defects immediately to the EauTechnik distributor through which the collector was purchased.
3. Operate the collector in a solar water heating system installed in accordance with manual instructions and applicable local codes, regulations, and standards.
4. Operate the solar water heating system at pressures below that shown on the collector rating label/nameplate.
5. Keep the collector free of damaging scale deposits.
6. Make provisions so if the solar collector or any component connected to the collector should leak, the resulting flow of water will not damage the area in which the collector is installed.
7. Maintain the collector as per the maintenance procedures in the provided manual. Maintain a proof of record of the conducted maintenance and repair history of their product by a qualified professional.
8. Maintain all related system components in good operating condition.

Procedure for warranty service requests:

Warranty service requests must be sent to an authorized EauTechnik service partner or to the distributor from which the product was purchased. If you are unable to get warranty service from our service partners or your distributor, you may directly contact EauTechnik at info@eautek.com.

When submitting a warranty service request, the following items are required:

1. Proof of purchase (original invoice copy) or warranty document.
2. Clear pictures or video showing the product identification information, the product, issue/failure (if possible), piping to and near the product.
3. A brief description of the issue/failure.

Requests will be reviewed by EauTechnik representatives who will perform a root cause analysis on the issue/failure. If required, a site visit to inspect or repair the collector will be requested. After performing the root cause analysis, the EauTechnik representative will attempt to repair the collector or part. If the issue/failure cannot be rectified, then the collector or part will be replaced.

This limited warranty does not cover any shipping charges, delivery expenses, or administrative fees incurred by the Owner in repairing or replacing the solar collector or its parts. This warranty also does not extend to any labor costs incurred by any person because of the repair, replacement, removal, or reinstallation of a collector or its parts. All such expenses are the owner's responsibility.

These are the only written warranties applicable to the solar collector manufactured and sold by EauTechnik. EauTechnik neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said solar collectors. EauTechnik reserves the right to change specifications or discontinue models without notice.