

SIDDONS BOLT-ON TANK PACKAGE – WARRANTY INFORMATION

WARRANTY TERMS (Australia Only)

Cover Period

The following warranty policy for your Siddons BOLT-ON Tank Package applies from the date of despatch from Siddons. The warranty for the various components of your Siddons BOLT-ON Tank Package is as follows.

NOTE: In the Warranty Policy below, we define PURE WATER as coming from reservoirs supplied by mountain water including the Great Dividing Range and Tasmania. Refer below for Water Quality Limits which are the basis for this Warranty Policy.

Stainless Steel Water Storage Tank: 10 years if Pure Water is used (refer to Owner's Manual); otherwise 5 years

Glass/ Enamel Lined Water Storage Tank: 5 years

BOLT-ON Parts: 3 years (with an additional 2-year extended warranty option available)

Labour: 1 year (with travel allowance limited to two hours in total)

Warranty Conditions

1. Your Siddons BOLT-ON Tank Package is installed by a licensed plumber or authorised technician in accordance with the installation instructions found in the Owner's Manual.
2. All relevant statutory requirements applicable to the installation are observed.
3. Your Siddons BOLT-ON Tank Package must be installed, operated and maintained in accordance with instructions supplied in the Owner's Manual.
4. The warranty only applies to your Siddons BOLT-ON Tank Package and does not apply to any additional modifications not specifically endorsed by Siddons nor any electrical or plumbing parts supplied by your installer.
5. The system is covered for the indicated period from the date of delivery from Siddons.
6. Should your Siddons BOLT-ON Tank Package be replaced in part or whole during the warranty period, only the balance of the original warranty will continue to be effective.
7. Proof of purchase or warranty registration may be required to validate your warranty claim. We recommend online registration of your Siddons BOLT-ON Tank Package at www.siddonssolarstream.com after installation for warranty purposes.
8. Your Siddons BOLT-ON Tank Package is used only for its intended purpose.
9. Should your water supply require regular flushing to clear sediment build-up, then the drain cock for flushing must be fitted at the time of installation (consult your plumber).
10. Regarding a site investigation for warranty purposes, travel is limited to two hours maximum, time only, for the first year and only for legitimate warranty claims relating to your Siddons BOLT-ON Tank Package.
11. Siddons is excluded to the extent allowable by law from responsibility for any consequential loss including: injury to persons, injury to property, economic loss, pain and suffering or legal or other damages flowing from any manufacturing fault/defect.

12. The Heat Pump may operate in weather conditions lying within the range of -5 deg C cold weather and 45 deg C hot weather temperature. Operation outside of this range may void your warranty.

13. A Pressure Limiting Valve must be installed in the water inlet line and set to 500kPa (refer Section 4.7 of the Owner's Manual).

Exclusions

The following warranty exclusions may cause your Siddons BOLT-ON Tank Package warranty to become void, and which may incur a service charge and cost for parts should this become necessary:

1. Where service is required to reconnect the operation of the Siddons BOLT-ON Tank Package due to problems related with abnormal water supply such as high water pressure, faulty plumbing and/or electrical wiring, or major variations in electricity supply;
2. Where the system fails due to misuse, accidental damage, flood, acts of God, incorrect installation or unlicensed service repair work attempts;
3. Where water stored in the tank exceeds our water quality limits (refer below) or is excessively acidic (eg some water from rain water supply may exceed the pH limits);
4. Where there are claims for damage to wall foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage of water from your Siddons BOLT-ON Tank Package;
5. Corrosion due to sea water or salt spray;
6. Where damage or breakage is not covered by this warranty, and should be added separately to your general household insurance policy;
7. Where the claim is due to an extraneous cause beyond the normal operation and fair wear and tear of the heat pump, including: blocking the air inlet or outlet, leaking water pipes, defective PTR valve causing continual dripping or running water for more than 3 months, etc; and
8. Where benefits conferred by this warranty are additional to other rights and remedies in respect of this product, which the purchaser has under relevant Australian Laws.

Water Quality Limits - Warranty Exclusion

Your Siddons BOLT-ON Tank Package warranty will be voided if your water quality exceeds the following quality limits:

Stainless Steel Storage tanks:

- Total dissolved solids 600 mg/litre or parts per million
- Total hardness 200 mg/litre or parts per million
- Chloride 250 mg/litre or parts per million
- Magnesium 10 mg/litre or parts per million
- Sodium 150 mg/litre or parts per million
- Electrical Conductivity 850 S/cm (micro siemens per centimetre)
- pH Min 6.5 and Max 8.5

Glass/enamel Storage tanks:

- Total dissolved solids 600 mg/litre or parts per million
- Total hardness 200 mg/litre or parts per million
- Chloride 300 mg/litre or parts per million
- Magnesium 10 mg/litre or parts per million
- Sodium 150 mg/litre or parts per million
- Electrical Conductivity 850 S/cm (micro siemens per centimetre)
- Iron 1 mg/litre
- pH Min 6.5 and Max 8.5