



## MANUFACTURING DEFECT WARRANTY

### SOLAR POOL HEATING PRODUCTS

RD400 STD BLUE COVER	<input type="checkbox"/>	SIZE .....	(2 YEAR PRO RATA WARRANTY)
RD400 POLYWEAVE COVER	<input type="checkbox"/>	SIZE .....	(2 YEAR PRO RATA WARRANTY)
RD500 ENERGY GUARD ST	<input type="checkbox"/>	SIZE .....	(4 YEAR PRO RATA WARRANTY)
ROLL UP STATION	<input type="checkbox"/>	SIZE .....	

**Aquaheat Pool Heaters CC**, importers and suppliers of solar pool heating systems and associated products, warrant the product against faulty materials and/or workmanship in manufacture. This is the only warranty given and it expressly excludes all other warranties, expressed or implied in law, including any implied warranty of merchantability to fitness for a particular purpose.

No amendments or additions to the warranty shall be binding on **Aquaheat Pool Heaters CC**.

This warranty expressly covers the above mentioned products only, and **does not cover part or parts of the installation** which may as a consequence of the failure or defect of solar pool heating, become damaged in any way whatsoever, and in any circumstances shall **Aquaheat Pool Heaters CC** be liable for any direct or consequential loss suffered by the customer and/or third party.

**The warranty is applicable under the following conditions;** the period of the warranty is calculated from the date of installation, provided that this documentation of the proof of installation is furnished otherwise from the date of purchase. This shall be deemed to be the commencement date of the warranty period.

It is therefore important that you complete the attached copy of the warranty registration form **promptly** after installation and deliver it to **Aquaheat Pool Heaters CC**, in order to ensure that your details are recorded.

THIS WARRANTY EXTENDS BEYOND THE ORIGINAL PURCHASER TO SUBSEQUENT OWNERS OF THE SYSTEM DURING THE ORIGINAL WARRANTY PERIOD

#### **ITEMS COVERED BY WARRANTY**

The Solar Pool Heating supplied by our supplier, is warranted during the warranty period, to be free from defects in workmanship and materials or other malfunctions or inability to function under normal use and circumstances when installed, operated and maintained in accordance with the relevant instructions as supplied with each product.

***Our supplier at its sole discretion will repair or replace the faulty article(s).***



Repairs or replacements carried out under warranty do not extend the warranty period on the product. Components removed during warranty repairs remain the property of our supplier.

## **DURATION OF WARRANTY**

### **SOLAR COVER**

The **Aquaheat Pool Heaters CC** solar covers shall be free from defects caused by faulty workmanship or materials that affect the normal functioning of the cover for a period of;

**TWO (2) year Pro-Rata warranty;** RD400 STD Blue cover and RD400 Solarweave cover

**FOUR (4) year Pro-Rata Warranty;** RD500 Energy Guard ST cover

*" Pro-rata warranty is a kind of partial warranty that is used for non-repairable products like tires and batteries. Under Pro-rata warranty, if a product fails before the end of the warranty cycle, the manufacturer replaces it at a cost that depends on the age of the item at the time of complaint. In this type of warranty only a part of the initial cost is covered. However, the replaced product is then covered by an equal new warranty.*

*If your blanket breaks in the pro-rata warranty cycle then depending on the value of the blanket, you will get discount on the current price of the newly replaced blanket. The pro-rata warranty is counted from the date of purchase to the date of complain.*

*For example if a blanket has 24 months of warranty, and it fails in the 18th month, then 75% (as 75% of its duty cycle is over) value of the blanket will be deducted from its current price at that point of time. And you will get 25% discount on the purchase price of the newly replaced blanket. "*

## **ROLL-UP STATIONS**

The roll-up station shall be warranted against faulty materials and / or workmanship for a period of **TWO (2)** year. The trailing kit (blue strapping, clips and buckles) and leading edges shall be warranted against faulty materials and / or workmanship for a period of **ONE (1)** year. The castor wheels shall be warranted against faulty materials for a period of **SIX (6)** months. *The castor wheels are made of galvanised material, and should be cleaned regularly. Any rust or fault due to rust is not warranted.*

## **LABOUR**

During the applicable warranty period **Aquaheat Pool Heaters CC**, at their own discretion, shall replace or repair the defective part with labour at **NO CHARGE** to the purchaser or subsequent owners for the first **TWELVE (12) MONTHS** after supply and / or installation, provided the fault is caused by faulty workmanship or materials. **If no fault exists, a "call out" fee will be charged.**



## **EFFECTS OF CHEMICALS ON THE SOLAR BLANKET**

It is most important to ensure that the pool water is always balanced.

- ***Store the pool cover in a shaded cool area when not on water in the swimming pool***
- ***Swimming pool water must always be balanced - pH between 7.2 and 7.6; TA (Total Alkalinity) between 80 and 120ppm***
- ***Remove the pool cover for 2 days when the Free Chlorine level is above 3ppm, i.e. During "chlorine shock" treatment***
- ***Test pool water monthly at certified test station and keep record of results***

Pool chemicals can adversely affect the pool solar blanket material, in even the lowest dosages. Chlorine levels should be kept at between one and three parts per million and the blanket must be removed whenever the pool is being treated with any chemicals. Only once all the readings are back to normal should the blanket be replaced on the pool. If this is not adhered to, super chlorination occurs and the material loses pigmentation, becoming brittle. The bubbles will disintegrate and disperse into the pool, clogging the filtration system. The use of "floaters" is not recommended.

It is imperative that when the blanket is off the pool water surface, it should be stored out of the direct sunlight if at all possible and it should always be completely covered with the white UV protector sheet that is supplied with the blanket. If the blanket is being used on a pool that is heated, temperatures should not be maintained at levels above 35°C for any period of time as this would also be detrimental to the life of the blanket.

## **TRAVELING / FREIGHT**

**Where warranty is claimed, all traveling and freight costs shall be the customer's responsibility and will be for their account.**

All defects must be reported to the office of supply in the first instance, and this warranty shall be vitiated and rendered of no force or effect if any repairs are affected by the end buyer or representative on his behalf, in an attempt to remedy any alleged fault, unless authorised in writing by **Aquaheat Pool Heaters CC**.

## **WARRANTY IS VOID UNDER THE FOLLOWING CIRCUMSTANCES**

Failure to follow and comply with all documented recommendations as stated in the 'Owners Operation Manual' and 'Installation and Maintenance Manual' and may result in problems that should otherwise not occur. It is accordingly essential that these instructions and guidelines be followed strictly in order to avoid possible resultant malfunctions.



1. Where the product is not installed, operated or maintained in accordance with the relevant instructions supplied by **Aquaheat Pool Heaters CC.**
2. Where the product is misused, damaged, abused, neglected or installed by an unauthorised person or subject to accident or alteration.
3. Where the products are flushed or de-scaled by any process or product not recommended by **Aquaheat Pool Heaters CC.**
4. Where any damage has been caused by transportation and / or incorrect handling.
5. Where repairs or attempts to repair are made by an unauthorized person, other than **Aquaheat Pool Heaters and their supplier.**
6. Where poor quality or aggressive water is prevalent. Also see effects of chemicals on the Solar Blanket above.
7. Where excessive ambient temperatures exceed 40°C and freezing conditions are prevalent.
8. Where any "Act of God" or natural disaster may occur.

It is strongly advised that due to the fact that the said equipment is a "fixture", that the equipment should be specified and the appropriate authority or insurance company be advised accordingly to ensure adequate cover for the owner.

**AQUAHEAT POOL HEATERS CC SHALL NOT BE LIABLE FOR CONSEQUENTIAL DAMAGES OR ANY INCIDENTAL EXPENSES RESULTING FROM ANY BREACH OF THIS WARRANTY (SUCH AS INCONVENIENCE, DAMAGE TO ANY RESIDENCE, LOST TIME OR USE OF THE PRODUCT).**

INVOICE NUMBER: .....

SIGNED: .....  
FOR AND ON BEHALF OF AQUAHEAT POOL HEATERS CC

DATE: .....

SIGNED: .....  
FOR AND ON BEHALF OF CUSTOMER

DATE: .....

CUSTOMER DETAILS:

NAME AND SURNAME: .....

CONTACT NUMBER: .....

INSTALLATION ADDRESS: .....

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