



## Solar SA Warranty

Our Warranty: The Solar SA Warranty is an extension of the various manufacturers warranties through us to you, the client. As installers we have made every effort to source the most robust systems with the best track record. We believe our systems and their respective suppliers, are arguably the best and most economical in South Africa. Through this document, we give a basic outline of the various systems and their warranties. Please note that this does not replace the manufacturers documents and their warranty conditions. Please consult the equipment booklets for procedures and requirements for warranty registration, claim procedures etc.

Note: As per the new SANS 10400-XA: Energy Usage in Buildings, and SANS 204: Energy Efficiency in buildings, regulations, our systems was designed to be an energy efficient water heating source that can still be used in conjunction with your current existing electrical geysers. These regulations states that at least 50% of your annual water heating needs, should come from a renewable source. Through analysis, we aim to surpass this and hope to generate 80-90% with our renewable energy heating sources. It must be noted that sometimes, through design or budget constraints, weather conditions, location and other unforeseeable factors, no definite figure can be guaranteed.

Our systems can be used with most plumbing, piping and geyser systems regardless of make, but there is usually an age limit to your systems' lifespan. The age and condition of your existing equipment, including your electrical, plumbing pipes, compliance status valves and fittings and existing geyser, falls outside of Solar SA' responsibility. Although we will connect to these systems and will do so with utmost care and professional workmanship, we cannot be held liable for any damage occurring because of aging or faulty existing equipment. The onus remains on the owner to make sure these existing systems are compliant.

These system will connect to your existing plumbing and geyser systems and assist in the water heating process, however, due to weather and seasonal differences, temperatures achieved may vary from area to area and season to season and family to family. These systems are not always a total replacement of your geyser element as we are not always guaranteed of warm and sunny weather. For this reason, we also supply and connect a DB Board timers or Solar Pump Controllers, for electrical backup at night or in bad weather. Used correctly these systems will save you between 50 and 90% of your previous, full electrical, water heating costs.

Workmanship Guarantee: This includes any work we have done, limited to our newly installed equipment. Any mountings, frames, brackets, pipework, copper welding, pipes and fittings, electrical connections and waterproofing, fitted by our technicians is guaranteed to be **free of defects for a period of 12 months**. This is purely for the work done as the equipment carry their own factory warrantee. Faults on our workmanship, occurring in this 12 month timeframe (or as stipulated below), will be free of charge to repair, but a Call-Out fee of R250 will apply for travels. Call-Outs after the workmanship warrantee period is charged at R650. It is assumed that all Plumbing and Electrical systems on site is in full working order and up to SANS standard and comply with relevant regulations. Any downstream or upstream issues before and after our newly installed equipment, falls outside of Solar SA' liability. The onus remains on the owner to inform Solar SA of regular water or power cuts (by email) at your property as these might interfere with the operation and longevity of the machine and may also lead to failure of components. Solar SA and the equipment suppliers/manufacturers cannot be held liable for failures or faults occurring due to these external factors and these failures will fall outside of any warrantees supplied by Solar SA or our suppliers/manufacturers. **Please Note** that equipment failure and faults carry their own factory/manufacturers warrantee as per below and a call out fee as stipulated above, will apply. Water systems are bound to cause spillage at various stages of installation. Although we will take the utmost of care to ensure no damage occurs on site, we cannot be held liable for damage occurring from improper protection and drainage (such as gulleys, gutters and overflows). Work areas and Non-accessible areas (such as wet paint and freshly laid floor tiles) need to be clearly indicated to our site team by Danger Tape or communicated by a Person In Charge as to avoid damage.

GEYSER Burst Procedure: Please note that Solar SA need to be notified in case of your existing geyser bursting after the installation. Due to the nature of a Retrofit system, Insurance company contractors will not always know how to reconnect the system to a new geyser. It's also recommended that the new geyser be a SOLAR RATED, Class B Efficiency geyser to prolong lifespan. You can also request the insurance pay you out the amount which you can put towards a solar geyser.

Equipment Warrantee: These warranties are carried by the Original Equipment Manufacturer or supplier and Solar SA extend these warranties to you, our valued client. This includes faulty equipment but excludes damage due to acts of God, ie. Hail Damage, Lightning, Heat Waves, Excessive winds or municipal infrastructure failure ie. water and power cuts and faults occurring due to vacancy of the property. A List of OEM contact details will be provided below.

Solar Vacuum Tubes – 5 year general warrantee as per Apollo or Solar Ray

Solar Ray Solar Geysers – 10 year general warrantee as per Solar Ray

Apollo Solar Geysers – 5 year general warrantee as per Apollo

Solar Flat Plate Panels – 5 year general warrantee as per ITS Solar

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Social Media: [facebook.com/4solar](https://facebook.com/4solar)  
[twitter.com/4SSolar](https://twitter.com/4SSolar)

Solar Circulation Pump – 12 month moving part warrantee as per Geysewise or ITS Solar

Geysewise Controller – 12 month electrical part warrantee as per Geysewise

Solar PV Panel – 12 month general warrantee as per ACDC or ITS or Geysewise

DB Timer, Element & Thermostat – 12 month electrical parts warrantee as per Majortech, Ellies or ACDC

Heat Pumps – 12 month – 5 year warrantee, depending on components as per ITS Solar

Gas Heaters Paloma – 5 year warrantee as per Paloma, 12 month warrantee as per Habco

Solar Pool Panels – 10 year warrantee as per Xtreme Solar Alberton

Plumbing Pipes, Valves and Fittings – 12 month general warrantee.

Workmanship– 12 month general guarantee.

E&OE

#### **Supplier Contact Details**

Apollo Solar Technology CC

12 Susan St, Strydompark, Randburg  
T: 011 791 3936  
E: [sales@apollostechnology.co.za](mailto:sales@apollostechnology.co.za)

Xtreme Solar

60, 5<sup>th</sup> Ave Alberton North  
T: 011 904 2522  
E: [info@xtremesolar.co.za](mailto:info@xtremesolar.co.za)

Solar Ray

3-5 Monza Cl, Kyalami Park, Midrand  
T: 011 065 6500  
E: [info@solarray.co.za](mailto:info@solarray.co.za)

ITS Solar

84 Adriana Cres, Rooihuiskraal, Centurion  
T: 012 661 3678  
E: [info@itssolar.co.za](mailto:info@itssolar.co.za)

Geysewise

183 Edison Cres, Hennospark Centurion  
T: 012 653 1020  
E: [gavin@geysewise.co.za](mailto:gavin@geysewise.co.za)

We have sourced the best possible equipment at the best possible prices and trust that they will work trouble free for years to come, however, should a problem occur, please do not hesitate to contact Solar SA immediately.

#### **Solar SA Contact Details**

Tel: 084 050 2147

Email: [admin@4snrg.com](mailto:admin@4snrg.com)

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