



Evacuated Tube Solar Collector Warranty Policy

Valid from 19th October 2015 (V2)

Product	Item	Replacement Part Coverage Period	Exclusions
		Years	
Manifold casing	Manifold casing leaking	10	a) Damage to the manifold casing during or after installation; b) Failure to seal insulation up to manifold casing for rear port manifolds. c) Piping connected to the inlet/outlet is "hung" off the collector, not properly supported causing rubber seal to be pulled out of shape;
	Rapid colour fading	2	Gradual colour fade or colour inconsistency
	Large area paint pitting or peeling	15	Environmental conditions beyond normal outdoor limits.
	Rubber tube seal cracking	10	Damage is due to attacks by insects or animals
	Rubber end cover cracking	10	Damage is due to attacks by insects or animals
Solar Collector Copper Header	Leaking	15	a) Leakage from any connection to header inlet or outlet; b) Defects resulting from exposure of the manifold header pipe to pressure exceeding 0.8Mpa/8bar/116psi; c) Defects resulting from exposure to flow rates exceeding 15 L/min or 4gpm; d) Defects resulting from the freezing of the liquid contained in the manifold header pipe; e) Leakage of the manifold header pipe as a clear result of metallic corrosion and not structural braze failure; f) Poor heat transfer, excessive pressure drop, or blockage of header as a result of scale formation; g) Installation of more than five end port manifolds in series without flexible connections to allow unrestricted longitudinal expansion and contraction of the header pipe(s); h) Piping connection on the inlet/outlet of the collector that restricts longitudinal expansion and contraction of the header pipe(s).
Solar Collector Brass Fittings (Flared Nuts)	Leaking or Splitting of Metal	10	a) Brass fitting has been over torqued, indicated by deformation marks on corners of the HEX of the nut, crossed thread or other clear evidence of incorrect use; b) Spanner/wrench with teeth (rather than flats) has been used to tighten the fitting; c) Non Apricus supplied nipple has been used with the flared nut; d) Piping connected to the inlet/outlet is "hung" off the collector, not properly supported; e) Copper flare has been deformed from original manufacturer shape.
Evacuated Tube	Large quantity (>10%) complete loss of vacuum.	10	a) Heat pipes are not installed correctly full depth into header ports, indicated by deformation of the tube top plate; b) Heat pipes are not running straight up and down the top side of the evacuate tube due to excessive rotation of the evacuated tube during installation; c) Collector mounting frame is installed in twisted (not squared or even) position putting stress on evacuated tubes;
Heat pipe	Not transferring heat	10	a) Heat pipes are installed outside of the required 20-80deg installation angle; b) Heat pipes have been bent or damaged causing rupture to the copper pipe.
Frame	Structural failure, dimensional inconsistencies that effect installation	15	a) Failure due to any modification to the mounting frame components; b) Failure when not installed in accordance with Apricus installation guidelines; c) Failure of non-Apricus fastening components or the structure to which mounting frame is attached. d) Failure due to wind loading when the mounting frame installation has not been installed in line with special installation guidelines and local structural codes for high wind regions. e) Failure due to excessive snow loading. f) Corrosion of the metal due to exposure to environmental conditions that exceed the limits of the frame materials.
Tube clip	Structural failure	10	Corrosion of the metal due to exposure to environmental conditions that exceed the limits of the frame materials.
Tube rubber cap	Cracking	10	Damage is due to attacks by insects or animals

The basic conditions for compensation

- a) Distributor/dealer/installer must quote the serial number when making a warranty claim and provide a copy of the Distributor Installation Record Form;
- b) Distributor/dealer/installer must provide to Apricus a dated photograph of the faulty products providing reasonable visual evidence of the defect; and
- c) The faulty products must be kept in storage for no less than ninety (90) days and made available for inspection by Apricus or its designee upon the request of Apricus unless otherwise agreed to in writing by Apricus.

Qualifications

The warranties of the various Products and components thereof set forth above in this Policy shall not apply if:

- a) Breaches of warranty result;
 - (i) from any use of a Product for any purpose other than its ordinary purpose, as well as any neglect, accident, or ordinary wear and tear; or
 - (ii) from damage from transport, shipping, handling, or any act of God or other Force Majeure;
- c) Breaches of warranty result from installation that is not in accordance with
 - (i) Apricus's installation and operation manual in effect on the date when the Product is sold to the Distributor; or
 - (ii) instructions and/or all relevant standards, codes of practice, electrical wiring and safety regulations and any regional authority regulations;
- d) A solar collector is damaged because of the failure of mounting brackets, fasteners, nails, straps or other components for solar collector mounting that are either not supplied by Apricus or not fastened according to the instructions supplied by Apricus;
- e) A solar collector is damaged because of the failure to fasten it to structurally sound material, resulting in significant movement or vibration of the Product;
- f) Any component of the Solar Collector is damaged as a result of exposure to wind or snow loading.
- e) The Product is exposed to environmental conditions or mechanical forces that exceed the levels that component materials can be reasonably expected to withstand;
- f) The defective part, accessory, or component of the Product was not manufactured by Apricus, or Apricus' OEM suppliers.
- g) The Product is opened, serial tag removed or defaced, or its structure is altered in any way;
- h) If any maintenance or repair on the Product is completed by un-authorized persons;
- i) The Product is relocated from its original point of installation;
- j) Not installed by a suitably qualified and licensed contractor;
- k) Reduction in collector output due to gradual loss of tube vacuum over the life of the collector.



Solar Storage Tank Warranty Policy

Valid from 1st January 2018 (V1)

Component	Warranty Coverage Item	Replacement Part Coverage Period	Exclusions
		Years	
Inner Tank	Inner Tank Leakage	5	a) Excessive pressure b) Physical damage to tank ports
Tank Casing	Paint colour fading	2	a) Gradual colour fade or colour inconsistency
	Paint peeling or metal corrosion	2	a) Environmental conditions beyond normal outdoor limits, such as sea spray b) Scratches or other damage to the protective paint coating
Electrical Heating Element	Thermostat Failure	1	a) Incorrect electrical connection b) Power surges
	Element Failure	1	
The basic conditions for component replacement			
a) Distributor/dealer/installer must quote the serial number when making a warranty claim and provide a copy of the Installation Record Form; b) Distributor/dealer/installer must provide to Apricus a dated photograph of the faulty products providing reasonable visual evidence of the defect; and c) The faulty products must be kept in storage for no less than ninety (90) days and made available for inspection by Apricus or its designee upon the request of Apricus unless otherwise agreed to in writing by Apricus.			
Qualifications			
The warranties of the various Products and components thereof set forth above in this Policy shall not apply if: a) Breaches of warranty result; (i) from any use of a Product for any purpose other than its ordinary purpose, as well as any neglect, accident, or ordinary wear and tear; or (ii) from damage from transport, shipping, handling, or any act of God or other Force Majeure; b) Breaches of warranty result from installation that is not in accordance with (i) Apricus's installation and operation manual in effect on the date when the Product is sold to the Distributor; or (ii) instructions and/or all relevant standards, codes of practice, electrical wiring and safety regulations and any regional authority regulations; c) The Product is exposed to environmental conditions or mechanical forces that exceed the levels that component materials can be reasonably expected to withstand; d) The defective part, accessory, or component of the Product was not manufactured by Apricus, or Apricus' OEM suppliers. e) The Product is opened, serial tag removed or defaced, or its structure is altered in any way; f) If any maintenance or repair on the Product is completed by un-authorized persons; g) The Product is relocated from its original point of installation; h) Not installed by a suitably qualified and licensed contractor;			



PV Panel & DC Pump Warranty Policy

Valid from 1st January 2018 (V1)

Component	Warranty Coverage Item	Replacement Part Coverage Period	Exclusions
		Years	
PV Panel	Failure to Produce Electricity	5	a) Incorrect electrical connection b) Power surges
DC Pump	Failure to Pump Water	1	a) Incorrect electrical connection b) Power surges c) Scale or debris buildup in pump housing d) Incorrect piping connection leading to pump cavitation e) Running the pump dry
Pump Controller	Controller Failure	1	a) Incorrect electrical connection b) Power surges

The basic conditions for component replacement

- a) Distributor/dealer/installer must quote the serial number when making a warranty claim and provide a copy of the Installation Record Form;
- b) Distributor/dealer/installer must provide to Apricus a dated photograph of the faulty products providing reasonable visual evidence of the defect; and
- c) The faulty products must be kept in storage for no less than ninety (90) days and made available for inspection by Apricus or its designee upon the request of Apricus unless otherwise agreed to in writing by Apricus.

Qualifications

The warranties of the various Products and components thereof set forth above in this Policy shall not apply if:

- a) Breaches of warranty result;
 - (i) from any use of a Product for any purpose other than its ordinary purpose, as well as any neglect, accident, or ordinary wear and tear; or
 - (ii) from damage from transport, shipping, handling, or any act of God or other Force Majeure;
- b) Breaches of warranty result from installation that is not in accordance with
 - (i) Apricus's installation and operation manual in effect on the date when the Product is sold to the Distributor; or
 - (ii) instructions and/or all relevant standards, codes of practice, electrical wiring and safety regulations and any regional authority regulations;
- c) The Product is exposed to environmental conditions or mechanical forces that exceed the levels that component materials can be reasonably expected to withstand;
- d) The defective part, accessory, or component of the Product was not manufactured by Apricus, or Apricus' OEM suppliers.
- e) The Product is opened, serial tag removed or defaced, or its structure is altered in any way;
- f) If any maintenance or repair on the Product is completed by un-authorized persons;
- g) The Product is relocated from its original point of installation;
- h) Not installed by a suitably qualified and licensed contractor;