



Greenland Systems

WARRANTY

10 Year Warranty

This warranty applies to water heaters installed in a single family dwelling only. A separate warranty policy applies for water heaters installed in commercial, industrial or multi - family dwellings.

Greenland Systems Pty Ltd warrants to and for the sole benefit of the original purchaser of water heaters sold by Greenland Systems, will remain free from defects in material and workmanship under normal usage in accordance with the guidelines set in Greenland Systems solar water heater literature. This warranty shall remain in effect for ten (10) years after first installation of the system with respect to:

- Storage Tanks
- Solar Collectors
- Solar Vacuum Tubes Carry An Extended Warranty of Twelve (12) Years

The Greenland Systems warranty will remain in effect to all other parts (including valves, elements and thermostats) supplied by Greenland Systems for a period of three (3) years after such installation.

Greenland Systems shall provide both the labour and the parts required to repair, or at Greenland Systems' option, Greenland Systems shall replace any part of the system which upon examination by Greenland Systems is determined by Greenland Systems to have been defective during the applicable warranty period. The replacement component shall carry the balance of the original warranty period.

The water heater must be installed in accordance with Greenland Systems' installation instructions along with relevant local and statutory requirements. Damage to buildings, chattels or any other consequential damage caused either directly or indirectly due to leakage of the water heater and breakage of collector glass due to vandalism or storms including hail are not within the scope of this warranty.

Except as otherwise provided by law, the warranty set forth herein is the complete and entire warranty made by Greenland Systems and there are no other warranties, expressed or implied, whether of merchantability, fitness or particular purpose, or otherwise made by Greenland Systems. In addition to this warranty the original purchaser is a consumer as defined by any relevant law such as the Trade Practices Act 1974 or similar State laws, then certain terms and rights will be implied for the benefit of the consumer which terms and rights and any liability of the supplier flowing from them, cannot be excluded, restricted or modified by any provision of this warranty.

Greenland Systems

Conditions - All models

The above is subject to an area within a 30 kilometre radius of the Greenland Systems Distributor or Branch from where the unit was purchased. Customers outside this area will be subject to any freight costs and any traveling charges incurred by the Greenland Systems representative carrying out rectification work.

An 'after hours' Service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as the hours from 8.00AM to 5.00PM Monday to Friday (excluding public holidays).

Exclusions

1. Collector glass is not covered by this warranty.
2. Where pressure limiting Valve is not fitted in areas where main's pressure is ever to exceed 500 kPa.
3. Where a cold water expansion valve, check valve and strainer are not fitted where required by local regulations or either due to poor water quality.
4. The manufacturer shall be under no obligation under this warranty in the case of accident, Acts of God, installation/repairs carried out by persons outside Greenland Systems installation and maintenance instructions.
5. No responsibility is accepted for any consequential loss or damage caused by a defect.
6. Frost damage to Greenland Systems Open Loop solar heaters when installed in a frost prone area without approved frost protection device.
7. Components utilized in the installation of Greenland Systems water heaters not supplied by Greenland Systems. eg: tempering valves, cold water valve, tubes, assemblies, etc, etc.
8. Extended or implied warranties not formally provided by Greenland Systems.
9. Extra costs incurred for hiring of labour and/or equipment required to effect repairs. Eg: Cranes / Lifting devices, etc.
10. Costs incurred for rectifying faults (or perceived faults) not directly attributed to the Greenland Systems water heater.

Non Warrantable items.

It is important to understand that Greenland Systems warranty policy only applies to items that are covered under Greenland Systems warranty program. The exclusions outlined previously need to be understood, as Greenland Systems shall not accept charges for repairs or component replacement that are not directly attributable to the Greenland Systems water heater. The following examples are some complaints that Greenland Systems will not accept as warranty claims-

Insufficient hot water caused by reluctance from the consumer to utilize the auxiliary booster.

Insufficient hot water caused by an incorrectly set or faulty tempering or mixing valve.

Insufficient hot water caused by faulty or incomplete installation.

Damage to components caused by incorrect commissioning of water heater.

Damage to Gas water heater caused by incorrect commissioning of water heater.

Insufficient hot water caused by 'undersized' systems.

Excessive leakage from valves not supplied with the Greenland Systems water heater.

Excessive leakage from the Pressure Temperature relief valve in instances where water pressure or temperature exceeds specified limits.

Insufficient or fluctuating water temperature caused by insufficient water flow that may occur with 'water saving' tap-ware or appliances. (Gas water heaters)

Insufficient hot water caused by undersized gas lines. (Gas water heaters)

Insufficient hot water caused by Blown fuses/tripped electrical switches, or inadequate household electrical wiring.

Insufficient hot water caused by incorrect selection of Gas type (Gas water heaters)

Insufficient water flow caused by debris accumulating in water strainer (Gas water heater)

Water hammer



Greenland Systems

Head office:

Unit 2 & 3, 5 Kinwal Court

Moorabbin VIC 3189

Ph: +61 3 9532 0350

www.greenlandsystems.com

