

# Solar- Warranty

Date effective: 1st January 2024

We the manufacturer and supplier warrant that the Sunbather Solar Collector is guaranteed to continue performing the function for which it was designed; limited to heating swimming pool water. No other function or purpose applies.

**Black HiPEC Solar Extrusion:** Fifteen (15) years (Ten year full and five year pro-rata).

**Suntube-2 Rigid Panel:** Fifteen (15) years (full).

**Solar Pump:** Sunbather pass on the pump manufacturer's warranty. Refer to your pump manufacturer.

**Sunbather Controllers:**

Sunswitch V2 - Three (3) years. One (1) year on sensors.

Sunswitch V1 - Two (2) years. One (1) year on sensors.

**PVC pipe & fittings, and all other related components and accessories:** One (1) year.

**Kwik-Lok manifolds and associated components:** Three (3) years.

**Additional bird and rodent protection plan:** In the highly unlikely event of damage by cockatoos or rodents to your Sunbather Solar Collector, the original purchaser of the system will be covered for the following:

12 Month Full Cover following original installation of the solar system: During this period if any collector is damaged by birds or rodents, the affected collector area will be repaired or replaced at no cost to the owner. Labour, freight and travel costs are applicable and will be charged to the customer.

5 Year Extended Cover following the first 12 months full cover: If any area of solar collector is damaged by cockatoos or rodents, the affected area will be repaired or replaced at one half (50%) of the current retail price for materials only. Labour, freight and travel costs are applicable and will be charged at the standard current rates to the customer.

The benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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## Exclusions and Conditions:

1. Damage or failure of equipment caused directly or indirectly by any work done on the system by a person not authorised by Sunbather.
2. All Sunbather solar systems must be installed in strict accordance to the Sunbather installation manual and must comply with AS 3634:2022. Any variations of installation works to the manual and AS 3634:2022 will void warranty.
3. The purchaser failing to comply with Sunbather maintenance and operational instructions.
4. Damage to metal roofs or gutters or drinking water storages caused by water leakage from the solar system, or for any other consequential damage caused by chemically treated water flowing through or from the solar system, or from rainwater ingress caused by blocked gutters or obstructed watercourses. It is the owner /purchasers responsibility to keep the roof & waterways clear of debris which may cause the restriction of the natural water flow.
5. Incidental or consequential loss.
6. Damage caused by bird, rodent, or vermin life unless otherwise stated.
7. The condition of existing equipment and pipework that may affect the correct operation of the solar pool heating system.
8. Damage or failure due to a solar system being painted (most likely to occur when doing roof restoration).
9. Damage or failure due to conditions beyond the reasonable control of Sunbather. Acts of God or extreme weather conditions.
10. We note that manufacturers are not responsible for problems that are beyond their control and will not have to pay damages for goods that fail to meet Consumer Guarantees due to:
  - a cause that occurs after the goods left the manufacturer's control; or
  - an act, default, omission or representation made by some other person that is not an employee or agent of the manufacturer. For example, the original purchaser of the product damaged or used the goods in an unreasonable or unintended manner that caused the defect.
11. It is a condition of this warranty that the solar system be inspected annually and any faults reported within 14 days from inspection date to Sunbather. It is highly recommended that an authorised Sunbather service-person inspect annually to ensure maximum operation efficiency.
12. Warranty period applies strictly from date of invoice.
13. Proof of purchase must be supplied.



# Warranty Claim Process

At Sunbather, we are committed to ensuring the satisfaction and peace of mind of our valued customers. To initiate a warranty claim, please follow our Warranty Claim Process:

## Step 1: Claim Submission

- Access our Warranty Claim Form at [www.sunbather.com.au/support/warranty/](http://www.sunbather.com.au/support/warranty/)
- Complete the form in its entirety, including proof of purchase.
- Submit the form.
- You will receive acknowledgement of your Warranty Claim Form within 2 business days.

## Step 2: Assessment and Inspection

We will carefully review your claim to determine the nature of the issue and whether it falls within the scope of our warranty.

Once a claim has been submitted, a team member will contact you within 7 business days to notify you of one of the following:

- Acceptance of your claim and how we will rectify the issue, including quote where relevant e.g. replace product or repair.
- Decline of the warranty claim and reasons why, as well as options for repair or replacement.
- We are still working on your claim and are awaiting further feedback e.g. review from engineering.
- Further information is required e.g. a site visit is needed.

Sunbather reserves the right to assess each warranty claim individually to determine the appropriate course of action:

**Field Service:** If deemed necessary, we will dispatch our technicians to provide a warranty service on-site.

**Repairs at Sunbather Branch:** Some claims may require the product to be returned to a Sunbather Branch for repair. For easily returnable products, it is the responsibility of the Purchaser to return them to our designated repair facility at their own expense.

Products returned without prior approval may not be accepted and return costs will be borne by the Purchaser.

## Step 3: Decision

Based on the assessment, we will inform the Purchaser of the outcome:

- If the issue is deemed to be covered by our warranty, Sunbather will repair or replace the necessary parts or products as identified by a Sunbather representative and as per warranty conditions. Where product warranty is month by month pro-rata, a quote may be issued.
- If the issue is determined not to be covered by the warranty, Sunbather can still assist with repair or replacement, but the Purchaser will be responsible for all associated costs.

## Costs

In cases where a site visit is required by a Sunbather technician, an upfront call out fee will be payable. If found to be warranty, Sunbather will refund the call out fee within 5 business days.

In cases where a warranty service is provided and is subsequently found to be non-warranty, the Purchaser will be responsible for:

- Any call-out charges incurred, including travel where applicable.
- Labour costs.
- Replacement parts, if needed.

