

Warranty Policy

December 2014



Apricus solar water heating systems have been distributed in New Zealand for over 10 years. The systems are highly effective and reliable but sometimes problems occur that require repair or replacement.

Finite Planet Limited t/a Apricus NZ took over the New Zealand distribution of Apricus on 4th December 2014. Apricus NZ has taken on the management of warranty claims for all Apricus solar systems installed in New Zealand. Please contact us for further details. There are two types of warranty managed by Apricus NZ:

1. All Apricus products **purchased from Apricus NZ** are covered by the warranty policy overleaf.

All other system components **purchased from Apricus NZ** are covered by their standard manufacturers' warranty.

OR

2. All Apricus products that were **purchased before Apricus NZ took over distribution** on 4th December 2014 are covered by a service agreement between Apricus NZ and the manufacturer, Apricus Solar Company Ltd, according to the terms below but limited by the exclusions for each component detailed in the table overleaf:

Warranty Terms for all Apricus product not supplied by Apricus NZ				
Component/s	Labour	Parts	Period	Comments
Apricus Solar Collector - Copper heat transfer header	Replacement rate to be agreed prior to work commencing	Full replacement	15 years parts 1 years labour	Subject to temperatures being at or above -5°C (AS/NZS 2712:2007 freeze level 1) and no power interruptions to the pump.
Apricus Solar Collector - Evacuated tubes - Heat transfer pipes	Replacement rate to be agreed prior to work commencing	Full replacement	10 years parts 1 years labour	This warranty does not cover impact damage or where the collector has been left in full sun without water circulation (dry or wet) for greater than 14 days.
Apricus Solar Collector - Mounting frame	Replacement rate to be agreed prior to work commencing	Full replacement	15 years parts 1 years labour	This warranty does not cover impact damage or exposure to high winds
RESOL / Apricus - Solar controller	Replacement rate to be agreed prior to work commencing	Repair or replacement	2 years parts 1 years labour	Sensors limited to 1 year parts and labour

Additional Exclusions:

1. Any warranty claims initiated in writing against Natures Flame / Solid Energy prior to 4th December 2014.
2. Warranty claims for all other components not supplied by Apricus Global. These claims should be referred to the product's NZ distributor or manufacturer.



Evacuated Tube Solar Collector Warranty Policy

Valid from 1st December 2014

Product	Item	Parts and labor coverage		Parts Only	Exclusions
		Years	Labor Compensation (\$USD)	Years	
Manifold casing	AL manifold leaking	2	Replace the whole manifold and \$200 labour contribution.	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	1		1	Gradual colour fade
	Large area paint pitting or peeling	3		3	Environmental conditions beyond normal outdoor limits.
	Rubber tube seal cracking	2	Actual cost up to \$200.	10	Damage is due to attacks by insects or animals
	Rubber end cover cracking	2		10	Damage is due to attacks by insects or animals
Solar Collector Copper Header	Leaking	2	Replace the whole manifold and \$200	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	2	Replace the whole manifold and \$200	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.	2	Actual cost up to \$200 per collector	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	2	Actual cost up to \$200	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	2	Replace the frame parts and \$50 labor contribution.	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	2	Actual cost up to \$50	10	Corrosion of the metal due to exposure to environmental conditions that exceed the limits of the frame materials.
Tube rubber cap	Cracking	2	Actual cost up to \$50	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;
- 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) 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;
- d) 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;
- e) Any component of the Solar Collector is damaged as a result of exposure to wind or snow loading.
- f) The Product is exposed to environmental conditions or mechanical forces that exceed the levels that component materials can be reasonably expected to withstand;
- g) The defective part, accessory, or component of the Product was not manufactured by Apricus, or Apricus' OEM suppliers.
- h) The Product is opened, serial tag removed or defaced, or its structure is altered in any way;
- i) If any maintenance or repair on the Product is completed by un-authorized persons;
- j) The Product is relocated from its original point of installation;
- k) Not installed by a suitably qualified and licensed contractor;
- l) Reduction in collector output due to gradual loss of tube vacuum over the life of the collector.