

# LIMITED PARTS WARRANTY

## 1. SunPump™ Limited Replacement Parts Warranty

Limited Warranty is effective from the date of purchase or the date of manufacture if not registered. The Warranty for each product and location **must be registered within 60 days of purchase:**

<https://www.sunpump.solar/warranty-registration>

## 2. Parts Warranty Conditions - Summary

Solaris Inc will exchange or repair defective parts, returned to our location that we decide in our sole opinion are defective, to the original owner and location as follows:

**10 years** – Black thermal Solar Evaporator Panel.

**10 years** – Stainless Steel integrated tank

**3 years** – Compressor

**1 years** – Controller, electronics, internal parts.

## 3. Non- Warranty Exclusions – Damage, Leaks, Sizing.

a). Does not cover damage that occurs in shipments or caused by products not made by SunPump, such as fasteners, pipes, refrigeration tube, service valves, pumps, controls, or sensors.

b). Does not cover failure that results from accident, abuse, misuse, neglect, mishandling, misapplication, improper install or maintenance, improper cleaning, alteration, modification, line power spikes, under-sized, rental use of the product, service not from an Approved Dealer company;

c). Does not cover physical or cosmetic damage to solar panels caused by snow, frost, ice, hail, wind, sun, water, gas, stepping on, bending, warping, or other external forces; or damage that can be attributed to “Acts of God” like hail, lightning, flooding, or storms.

d). Does not cover refrigerant fluid leakage outside the SunPump service valves from flared tubing connections, Schrader valves, line sets, manifolds, connecting fittings, or any device exterior to the SunPump case supplied and installed by others. Systems not installed in accordance with applicable local Codes, Bylaws, and best trade practices. Defects or damage caused by added components not authorized by SunPump Solar Inc. Damage from copper brazing performed without inert Nitrogen gas, such as oxide particles, flakes, moisture, metal filings, or pipe drips.

e). Does not cover performance issues such as estimating COP, electrical consumption, or any energy production measurements.

f). Does not cover damage from power fluctuations, such as brown or black outs, or wires that become loose from vibration.

g) Incorrect sizing is not a warranty issue, it is the purchaser’s responsibility to supply a CSA-F280 Heat Loss calculation plan.

## 4. Required Service Agreement – HVAC Labor

a) This Parts Warranty does not cover labor expenses for diagnostic service, removal, evacuation, recharging, or re-installation of parts. All labor expenses are the responsibility of the owner, it is mandatory the owner shall buy a Service Agreement from the installing Dealer or alternative supplier for labor coverage.

b) Any owner without a Service Agreement assumes responsibility for scheduled preventative maintenance by certified trades.

c) Authorized Installers are required to provide a minimum of 90-days diagnostics and labor on items they provided or installed. He shall explain the Controller use, offer a Service Agreement, and fix his card on the side to call for diagnostic or service support.

## 5. Limits and exclusions

a). No one is authorized to make any other warranties on behalf of SunPump Solar Inc. There are no expressed warranties except those listed above. SunPump shall not be liable for incidental or consequential damages resulting from the use of this product or arising out of any breach of this warranty, and not for any financial amount higher than the wholesale replacement cost. All expressed and Implied warranties, including the warranty of merchantability and fitness for particular purpose are limited to the particular warranty as set forth above. Water leaks caused by the penetration of roofing or wall cladding shall be the sole responsibility of the installer. Warranty is exclusive to the original purchaser and at the original location. Coverage is strictly limited to comfort-heating applications only; SunPump shall not be used where fish or animals could be lost due to a disruption.

b). Reasonable proof of the effective date of the Registered limited warranty must be presented in a claim, otherwise the effective date will be based upon the date of manufacture. Warranty shall be suspended when products are not paid in full.

## 6. Warranty Service Procedures

1. Service starts by reading the Manual, calling the Installer, or Searching the Articles in Freshdesk for online technical support
2. Contact your Service Agreement provider for diagnostic, electrical, refrigerant and technical support, or paid home visit.
3. Open a Support Ticket: [sunpump.freshdesk.com](http://sunpump.freshdesk.com) include purchase date, location, model, installer name, plus key pressures, temperatures, Parameter and Data values.
4. Do not phone/email in a claim, it is best in writing on Freshdesk.
5. Non-Warranty Diagnostic service rate is \$110/hr. (i.e. settings)

## 7. Compressor Return Policy

In the event that an original brand compressor has to be replaced, the replacement compressor warranty will be valid for the balance of the years left on the original warranty. (i.e. - if the original compressor is replaced after a period of 60 months, the replacement compressor will have a validity of 24 months). In the event that the compressor failure proves to be the fault of other than SunPump at our 100% sole discretion, the compressor, testing, and the freight will be billed to the Owner.

## 8. Authorized Freight Return Policy

Within Three (3) months after the Warranty Registration date, replacement parts from SunPump will include 1-way return ground pre-paid shipment. Refunds and Installer invoices are rejected. After 3 months authorized defective part freight is at Owner’s cost: SunPump Solar, 1815 Settler Rd. Qualicum Beach, BC. V9K 2R6