



FreeFuelForever

Solar Water Heaters

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Warranty Policy:

This warranty policy is issued by FreeFuelForever Ltd. and applies to solar water heaters purchased by original customers from authorized FreeFuelForever Ltd. dealers. Stated warranty periods are included in regular priced sales; extended warranty coverage may be purchased for 2% of installed price per year of coverage.

Installation Procedure:

Upon installation of products, the installer must email info@FreeFuelForever.com, or write to the dealer involved, the serial numbers of the products and a basic description of what solar water heaters were installed and the original customer name and address. Installation must be in accordance with the relevant FreeFuelForever Ltd. installation manual available on the *FreeFuelForever.com* website.

Evacuated Tube Warranty

FreeFuelForever Ltd. guarantees that the evacuated tubes in any solar collector shall be free from manufacturing defects resulting in spontaneous loss of vacuum for five (5) years from the date of delivery of the solar collector to the customer. To receive replacement or restitution, the customer must provide a photograph of the solar tube installed in the solar collector with the cloudy bottom end, and no structural tube damage, and the tubes must be removed and kept in storage for at least 90 days and made available for inspection by a FreeFuelForever Ltd. representative.



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Heat Pipe Solar Collector Warranty:

FreeFuelForever Ltd. warrants each product manufactured and sold to be free from defects in materials and in workmanship and agree to the following, subject to certain conditions and exceptions. FreeFuelForever Ltd. warrants its TZ58/1800 20R Heat Pipe solar collector for period of three (3) years from date of sale to the Customer against any manufacturing defaults. To receive replacement or restitution, the customer must provide a photograph of the faulty heat pipes, showing the point of failure. The heat pipe must be kept in storage for 90 day and made available for inspection by a FreeFuelForever Ltd. representative.

U-Tube Collector warranty:

FreeFuelForever Ltd. guarantees that from three (3) years from the date of delivery of any U-tube solar collector to the customer, solar collectors shall be free from manufacturing defects resulting in leakage of heat transfer fluid when operating within the specified pressure limits and using approved liquids.

Premium System warranty:

FreeFuelForever Ltd. guarantees that from three (3) years from the date of delivery of any premium pressure system, solar collectors shall be free from manufacturing defects resulting in leakage of heat transfer fluid when operating within the specified pressure limits and using approved liquids.

Gravity Solar System Warranty

FreeFuelForever Ltd. guarantees that from three (3) years from the date of installation by a certified FreeFuelForever Ltd. installer of any Gravity Drain solar system, solar collectors shall be free from manufacturing defects causing loss of structural integrity, resulting in distortion of the metal frame and tank.

Electrical components Warranty

The electric backup heater with controller is warrantied for one (1) year from date of installation.

Exceptions

The warranty does not apply in case of:



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- neglect, accident, ordinary wear and tear, damage from shipping, handling, or any act of God.
- any installation not in accordance with the appropriate FreeFuelForever Ltd. installation manual.
- any installation not in accordance with relevant standards and safety regulations.
- failure due to corrosion, rather than manufacturing defects
- failure of components not supplied by FreeFuelForever
- failure to fasten to solid structures, resulting in movement or vibration
- exposure to wind speeds over 130 km/hour
- hail over ¼ inch in diameter
- structural alterations to the solar collector
- relocation from original point of installation
- solar collector left dry (no liquid) and left exposed to sun for 14 days or more
- leaving a split system exposed to sun without having heat dissipation or hot water usage, so that the collector dry stagnates, for more than 2 days.
- surging huge pressures, exceeding 0.8 Mpa, through the collector
- using huge flow rates, greater than 15 liters per minute, through the collector
- letting water freeze solid in pipes.
- using water full of dissolved salts, resulting in scale formation
- installation of collectors in series without flexible connections, so that temperature changes put stress on the collectors.
- failure to replace rubber and silicon O-ring seals.

Warranty Claims:

A customer must notify the FreeFuelForever Ltd. dealer in writing of any alleged defect in the product. The dealer will investigate to determine if the warranty applies and report findings to FreeFuelForever. FreeFuelForever Ltd. will have sole discretion to determine if the defect violates the warranty. The customers sole and exclusive remedy is the repair or replacement of the product. FreeFuelForever's total liability to the customer is limited to the purchase price of the product. FreeFuelForever Ltd. will not be liable for any consequential, indirect or similar damages, including, without limitation, any damages resulting from a breach of warranty by a product. No other warranties are expressed or implied by FreeFuelForever, except those listed above. FreeFuelForever Ltd. disclaims any and all representations that contradict the warranty above.