
WARRANTY POLICY FOR ITS DOMESTIC HEAT PUMPS / CLAIM FORMS

CONGRATULATIONS ON BUYING AN ITS SOLAR PRODUCT! WE ARE CONFIDENT THAT OUR PRODUCTS WILL PROVIDE MANY YEARS OF TROUBLE FREE SERVICE.

A) STANDARD TWELVE (12) MONTH WARRANTY EFFECTIVE FROM DATE OF PURCHASE

1. This warranty covers all components / parts including the coil and compressor from date of purchase.
2. A machine that is "Dead on Arrival" i.e. it has not been connected or installed because it for example has no gas left, will be replaced. **PLEASE NOTE THAT COURIER DAMAGE IS NOT COVERED!**
3. Please note that a new machine will not be exchanged after it has been installed i.e. once the machine has been installed any faults on the machine will be repaired.
4. This warranty is applicable to workmanship on repairs and materials only. ITS will replace, at no charge, all parts returned and freight paid (provided that the appliance is located **no further than 50km** from an Authorised Dealer/Reseller specified by ITS Head Office), which display faulty workmanship or materials in accordance with the conditions above. ITS accepts no responsibility for loss, damage or injury to persons or property arising from warranty failure of equipment, unless with the express authority of ITS or its authorised distributors. This warranty shall not extend to any expenditure otherwise incurred.
5. **The heat pump must be installed and used in accordance with the instructions supplied. Please note:**
 - i. **All installations to be done by ITS trained technicians / dealers**
 - ii. **Installation to be done according to specifications by ITS**
 - iii. **Electrical connections comply with the relevant standards**
6. The heat pump is designed to be used with domestic geysers/boilers. Should other chemical treatment systems or parameters be used, ITS will not be responsible for damage done by corrosion, scaling and stress cracking of the equipment.
7. If, in the opinion of ITS, the equipment has been subjected to other than normal use or has been improperly serviced or maintained (annual service is compulsory), the warranty will be void.
8. Corrosion is not covered under this warranty.
9. For all Coastal installations with aggressive corrosion, Blue Chem Treatment against corrosion is required for claims to remain Valid.
10. **The unit and its accessories must be installed and set into operation under the direct supervision of a technician that has received installation and maintenance training on ITS heat pumps.**
11. All repairs are to be done by a qualified refrigeration technician who is registered in the Safe Handling of Refrigerants.
12. The installer must ensure that the installation complies with the manufacturer's recommendations concerning installation, water piping and electrical work.
 - All Plumbing installations must comply with the current specifications SANS 10254 "the installation, maintenance, replacement and repair of fixed electric storage, water heating systems" The relevant sections of SANS 10252 part 1 "water supply installations for buildings" and local by-laws.
 - All electrical installations must comply with current specifications SANS 10142-1 "The wiring of premises – Part 1, low voltage installations"
 - The installer must ensure that the installation complies with the requirements on SANS 10147 Code of Practice for Refrigerating Systems.

ANY LAPSE REGARDING IMPLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID

B) LIMITED EXTENDED TWO YEAR COMPRESSOR WARRANTY

During the second year after date of original purchase, the **Compressor carries a parts only** limited warranty. (Labour, travel transport costs and refrigerant is excluded)

The extended warranty is only granted on application made to ITS and the following procedures have been adhered to:

1. All the 1 year warrantee requirements where adhered too.
2. It is a condition of this limited warranty that the equipment is serviced annually in accordance with the manufacturer's recommendations by a service company authorized by ITS.

C) LIMITED EXTENDED FIVE YEAR WARRANTY

During the first five years after date of original purchase, the **Heat Exchanger carries a parts only** limited warranty. (Labour, travel transport costs and refrigerant is excluded)

The extended warranty is only granted on application made to ITS and the following procedures have been adhered to:

1. All the 1 year warrantee requirements where adhered too.
2. It is a condition of this limited warranty that the equipment is serviced annually in accordance with the manufacturer's recommendations by a service company authorized by ITS.

ITS shall not be liable for any incidental, consequential, exemplary, special or punitive damages, or for loss of revenue, profit or use, arising out of breach of this warranty (including but not limited to damage resulting from condensate leakage) or in connection with the sale, maintenance, use, operation or repair of any ITS product. In no event will ITS be liable for any amount greater than the purchase price of a defective component.

ITS shall not be held responsible for any injuries that might occur for any reason.

This limited warranty does not cover products that have been damaged as a result of accident, abuse, misuse, neglect, improper installation, failure of internal piping or components due to freezing conditions, scale build up or fouling of the heat exchanger, improper maintenance, or failure to operate the heat pump in accordance with the ITS written instructions, failure to start due to voltage conditions, blown fuses, open circuit breakers or any other damages caused by the inadequacy or interruption of electrical services and damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of ITS.

All non warranty service charges are the responsibility of the original owner. Failure to pay for non-warranty service charges will void this limited warranty.

This warranty is not transferable.

ANY LAPSE REGARDING IMPLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID

NB! WARRANTY SPARE P/ORDER NO:

| | | | |
|--|-------------------|------------------------------|--|
| DATE: | | CUSTOMER/AGENT: | |
| ORIGINAL INVOICE OF MACHINE: | | DATE OF ORIGINAL INV: | |
| UNIT MODEL NO. | | CLIENT SUPPLIED TO: | |
| UNIT SERIAL NO. | | | |
| DESCRIPTION OF FAULTY PART | | DATE OF INSTALLATION: | |
| SERIAL NO OF PART | | | |
| CUSTOMER COMPLAINT:- DETAILED DESCRIPTION OF WHY PART FAILED: | | | |
| | | | |
| | | | |
| FOR OFFICE USE: | | | |
| WARRANTY CLAIM NO: | | | |
| _____ | | | |
| GRV NO: | | | |
| _____ | | | |
| JOB CARD NO: | | | |
| _____ | | | |
| WARRANTY ALLOWED / DISALLOWED | | | |
| _____ | | | |
| WARRANTY AUTHORISED BY TECHNICIAN: | | | |
| NAME: | SIGNATURE: | DATE: | |
| _____ | _____ | _____ | |

NOTE: THE ONUS IS UPON THE CUSTOMER TO RETURN FAILED PART TO ITS WITHIN 21 DAYS OR WARRANTY CLAIM WILL BE NUL & VOID & YOU WILL BE LIABLE FOR PAYMENT FOR REPLACEMENT GOODS SUPPLIED.

CLAIM FORM

1. CUSTOMER INFORMATION

Customer name:

2. INSTALLATION AND RUNNING INFORMATION

Model no.:

Serial no.:

Installation date / Installer:

Location of installation:

/(town) / (city) / (province) / (country)

Heat pump failure date:

Running voltage:

V

Running current:

AMPS

Ambient temperature:

°C

PARAMETER VALUE INFORMATION:

| PARAMETER | DESCRIPTION | RANGE | DEFAULT | PARAMETER | DESCRIPTION | RANGE | DEFAULT |
|-------------|--|-------|---------|--------------|---|-------|---------|
| parameter 0 | Reserved | | | parameter A | Fan motor working mode | | |
| parameter 1 | Setting desired water temperature in water tank | | | parameter B | Target superheat setting | | |
| parameter 2 | Defrosting cycle | | | parameter C | manual control of EE valve | | |
| parameter 3 | Temperature point of entering defrosting | | | parameter D | Temperature to start the electric heater | | |
| parameter 4 | Temperature point of stopping defrosting | | | parameter E | Discharge gas temperature | | |
| parameter 5 | Defrosting duration | | | parameter F | System coil temperature | | |
| parameter 6 | Reserved | | | parameter 10 | Return-gas temperature | | |
| parameter 7 | Memory recovery after power failure | | | parameter 11 | Ambient temperature | | |
| parameter 8 | Electronic expansion valve control(manual/automatic) | | | parameter 12 | Tank water temperature | | |
| parameter 9 | Different working mode of water pump | | | parameter 13 | Actual steps number of step motor in EE valve | | |

3. FAILURE INFORMATION

Failure component:

Failure description:

Photos of failure unit or component:
(if space not enough please paste it in below blank area)

Claim form filling date:

MORE QUESTIONS

1. Did fan motor run?

Answer:

2. About how many minutes did the fan motor run?

Answer:

3. Did the compressor start?

Answer:

4. About how many minutes did the compressor work?

Answer:

5. What's the running current when heat pump failed?

Answer:

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