



WARRANTY PASS

for SOLARFOCUS thermi^{nator} II, pellet^{top} and pellet^{plus}
Biomass Boilers

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WARRANTY PASS **for the SOLARFOCUS thermi^{nator}, pellet^{top} and pellet^{plus}**

You have decided on a SOLARFOCUS biomass product. We herewith offer you the SOLARFOCUS warranty pass, in order to maximise the lifespan and comfort of your boiler. Within the maintenance contract we will look after your boiler – because not only your car, but also your heating boiler should be serviced once a year. Choose the boiler and the service contract to suit you.

Power-Packet

- ✓ Annual boiler service according to checklist. Call out charge and labour are – of course – included in the annual service.
- ✓ 5 years full warranty for materials (except parts subject to wear & tear)
- ✓ 10 years warranty for the tightness of the stainless steel tank in the **thermi^{nator}** and the stainless steel burner in the **pellet^{plus}**
- ✓ Additional cost-free servicing (if necessary), even when the annual service has already taken place.
- ✓ The power packet can be bought at the time of commissioning or respectively up to three months afterwards.
- ✓ In order to avail of the above warranties, the duration of the contract has to be at least 5 years. Afterwards it will be changed to the basic packet.
- ✓ For parts subject to wear and tear, we offer you 2 years warranty (material only) if you are covered by the power packet.
- ✓ Parts subject to wear and tear are washers, the electrical ignition, magnets, lambda sensor, fire bricks, boiler plate and inset, floor plates and flame channel cover.

Basic-Packet

- ✓ Annual boiler service according to checklist. Call out charge and labour are – of course – included in the annual service.
- ✓ Legal warranty
- ✓ One additional service call, even when the annual service has already taken place.
- ✓ The Basic packet can be purchased at any time.
- ✓ The duration is unlimited.
- ✓ With the existing basic packet we give you 2 years warranty for materials.
- ✓ Parts subject to wear and tear are washers, the electrical ignition, magnets, lambda sensor, fire bricks, boiler plate and inset, floor plates and flame channel cover.
- ✓ 10 years warranty for the tightness of the stainless steel tank in the **thermi^{nator}** and the stainless steel burner in the **pellet^{plus}**

The dates for maintaining are set by your supplier. The maintaining packages are charged in advance. They are prolonged automatically, if you do not sign off. Please consider price alignments.

Service checklist (Basic- and Power-Packet):

The annual boiler service contains the following:

- ✓ Visual appraisal of the SOLARFOCUS boiler
- ✓ Checking of all mechanical parts
- ✓ Visual appraisal of connected fittings and checks for smoke gas tightness.
(not included, however, is the fixing of leaks)
- ✓ Function check of all connected measuring and control equipment.
- ✓ Function check of safety equipment
- ✓ Efficiency- and adjustment measuring

Cleaning: if required or demanded, will be charged separately

Voiding of the service, warranty or guarantee

The service, warranty and guarantee becomes void when at least one of the following takes place:

- ✓ Non-concurrence with planning and operating instructions
- ✓ Installation of non-functioning reflux boost module RLA (applicable for pellet^{top} and thermi^{nator})
- ✓ Commissioning and servicing by unauthorised companies
- ✓ Intentional damage
- ✓ Inappropriate operation and neglected service and cleaning
- ✓ Damages caused by acts of God (water, fire, etc.)
- ✓ Damages caused by transport
- ✓ Enamelled goods can not be manufactured without any flaws, therefore, small damages that do not reduce the normal use of the appliance, do not entitle you to claims.
- ✓ Disruptions caused by unsuitable fuels
- ✓ Lack of electricity or water
- ✓ Disruption of operation

Additionally: The values given in our documentations are without liability. Changes, construction differences and with respect to values and samples are reserved because of continuous product improvement.

Guarantee & Warranty

The warranty period starts at the time of handover of the system (delivery docket). If the system shows flaws, despite expertly installation (with adherence to the technical documentation), we will uphold the guarantee. The warranty periods will be in keeping with the prevailing law.

The calculation of the warranty period starts at the time of handover. The warranty is valid for technical, construction and manufacturing faults that hamper trouble-free operation. We do not extend the warranty to parts not manufactured by us, however, and will pass on to our customers any warranties given to us by the original manufacturer.

The warranty does not apply, when the system has been tampered with by unauthorised persons. Furthermore, the invoice has to be paid within the stated payment-period. Occurring damages have to be notified in time and correctly, so that the cause can be found.

Within the warranty, we will only pay for installation time and any materials, not – however – for call out charges, labour or possible return costs. We do not refund possible costs arising afterwards. Repair, respectively replacement under warranty, will take place at our choice either at the site or in our factory. Whether it is a case of repair or cost-free replacement, is for Solarfocus to decide. At the time of repair or replacement only the warranty for those parts starts anew.