



1 WARRANTY

1.1 Warranty terms

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product which you have under the Trade Practices Act and similar State or Territory Laws. Given installation and application is in accordance with the manufacturer's specifications and instructions, Hills Solar Hot Water Systems and components are warranted by Hills Solar for the cost of labour and components in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in Table 1, Definitions, Warranty Conditions and Exclusions stated in this document.

Where the Solar Hot Water System is installed outside the boundaries of a Capital Cities Metropolitan area i.e. those areas on STD, or where the Solar Hot Water System is installed outside a 25km radius of an Authorised Hills Solar Dealer, the cost of transport, insurance and travelling will be charged to the consumer.

Warranty of the product will remain with the product for the warranty coverage period.

Table 1 Warranty terms

Major Component	Part	Domestic Use		Commercial Use	
		Parts Warranty	Labour Warranty	Parts Warranty	Labour Warranty
S20 and S26 solar compatible gas booster	Heat exchanger	10 Years	3 Years	5 Years	1 Year
	All other components	3 Years	3 Years	1 Year	1 Year
Solar storage cylinders	Vitreous enamel (Glass) lined tank	5 Years	3 Years	1 Year	1 Year
	Stainless steel tank	10 Years	3 Years	5 Years	1 Year
Components	Pump ¹²	1 Year	1 Year	1 Year	1 Year
	Controller	1 Year	1 Year	1 Year	1 Year
	Sensor	1 Year	1 Year	1 Year	1 Year
	Thermostat	1 Year	1 Year	1 Year	1 Year
	Valves	1 Year	1 Year	1 Year	1 Year

¹ In order to comply with Queensland State legislation, in Queensland domestic installations only, a 2 yr warranty on the solar circulating pump 1 yr labour warranty applies.

² In order to comply with Victorian State legislation, in Victorian domestic installations only, a 5 yr warranty on the solar circulating pump, solar controller and components within the gas booster with 1 yr labour warranty applies.



Major Component	Part	Domestic Use		Commercial Use	
		Parts Warranty	Labour Warranty	Parts Warranty	Labour Warranty
	Electric heating element	1 Year	1 Year	1 Year	1 Year
	Anode (where applicable)	1 Year	1 Year	1 Year	1 Year
Evacuated tube solar collector	Evacuated tube	10 Years	1 Year	5 Years	1 Year
	Manifold	10 Years	1 Year	5 Years	1 Year
	Stainless steel mounting frame	10 Years	1 Year	5 Years	1 Year

1.2 Warranty conditions

The initial point of contact for all Warranty claims is the Authorised Hills Solar Dealer.

All terms of this warranty are effective from the date of installation of the hot water system and the attending service person reserves the right to verify this date by requesting a copy of the certificate of compliance prior to the commencement of any warranty work. Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

All Hills Solar Hot Water Systems must be installed, commissioned, serviced, repaired and removed by a licensed gasfitter or plumber in accordance with the manufacturers installation instructions current AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.

All Hills Solar Hot Water Heaters must be operated and maintained in accordance with manufacturers operating instructions.

This warranty only applies to the solar system/gas water heater/electric water heater products supplied by Hills Solar and does not apply to any additional electrical and/or plumbing parts supplied by the installer.

Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person, access is assessed as dangerous, service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person including, but not limited to, removal of cupboards, doors, walls, or the use of special equipment to move components to floor level.



The system is covered for the indicated period from the date of installation. Should a part of the complete solar system/water heater product be replaced during this period, only the balance of the original warranty will continue to remain effective.

This warranty applies to water heaters connected directly to a reticulated water supply from a government water utility. This warranty does not apply to water heaters connected to any alternative water supplies if the water chemistry and impurity levels of alternative water supplies exceed the limits specified in Table 2. Examples of alternative water supplies include private bore water, water from private dams and water supplied from a reticulated water supply but where the water chemistry is deliberately altered before supplying the water heater.

Should this system be installed in a regional location where regular flushing is required due to sediment build-up, the drain cock for flushing must be fitted at the time of installation. If in doubt consult your Installer/Plumber.

Component manufacturers are at liberty to alter the design or construction of the products notwithstanding that the product may have been sold by description or sample, even though alterations made have been introduced from the date of contract and the date of delivery provided that the products are of the same or similar quality and are fit for the purposes for which they are purchased. Such alterations shall not constitute a defect in design or construction under this warranty.

The Warranty shall be limited to the replacement or repair, at the option of Hills Solar, of any defective products and of such parts as have been damaged in consequence of the defect. Hills Solar is excluded to the extent allowable by Law from responsibility for any consequential loss including:

- Injury to persons;
- Damage to property;
- Economic loss;
- Pain and suffering; and
- Any legal or other damages flowing from any manufacturing fault/defect.

Hills Solar shall be under no obligation to return parts replaced at its option pursuant to this warranty.

1.3 **Warranty exclusions**

THE FOLLOWING EXCLUSIONS SHALL CAUSE THE SYSTEM WARRANTY TO BECOME VOID. THIS MAY INCUR A SERVICE CHARGE AND COSTS FOR PARTS SHOULD THEY BE NECESSARY.



Where service is required to reconnect the water heater operation due to problems related with abnormal water supply (i.e. high water pressure) faulty gas fitting, plumbing and/or electrical wiring, or major variations in gas or electrical energy supply.

If the system is sold, repaired or altered by any third party without the consent of Hills Solar.

Claims for damage to walls, foundations (outside) furnishings (inside) roofs or other losses, directly or indirectly due to leakage from the water heater.

Where the system has been drained for a period of time without the solar tube collector being covered, resulting in damage to collector.

Accidental breakage is not covered by this warranty and should be added separately to your general household insurance policy.

This warranty does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered sources i.e. spring, dam, bore, river or other. This warranty does not cover the effects of the connection of the appliance to bore waters and highly mineralized waters or where water stored in the cylinder exceeds the levels listed in Table 2.

Copper is susceptible to corrosion when high concentrations of chloride are present; therefore, use of this system to heat chlorinated pool or spa water will void the Warranty. Chloride levels present in most reticulated public potable water supply are safe for use in the solar collector provided there is no use of bore waters in the reticulated supply.

To the extent permitted by law, the liability of Hills Industries Limited for breach of this Warranty, or for breach of any condition or warranty imposed by the Trade Practices Act, shall be limited in accordance with the terms of this Warranty to the replacement or repair, at the option of Hills Industries Limited, of any defective products or such parts as have been damaged as a consequence of the defect.

1.4 Disclaimer

This manual contains an overview of the Hills Solar ESTEEM™II and EXCEED™ evacuated tube solar hot water systems, all instructions/recommendations must be followed exactly as stated herein. Hills Industries Limited is not responsible for any loss or damage to any person or property of any type, whether direct or consequential, arising from the operation of the solar hot water system or any of its components.



OH&S Disclaimer – Hills Industries Limited and its Authorised Dealers work with and recommend various installation and plumbing companies to install, test and certify correct operation of solar hot water systems. Hills Industries Limited is a supplier of systems only. Each installation must be covered by the installer's insurances, commercial terms and conditions and by the applicable OH&S legislation. Each person that installs, assembles or services must comply with all OH&S requirements relevant to the type of work being conducted including, but not limited to, plumbing work, work on roofs and electrical work. Hills Industries Limited and its Authorised Dealers do not accept any responsibility for any loss or damage to any person or property of any type, whether direct or consequential, arising from the installation, maintenance, or operation of the solar hot water system or any of its components.

Table 2 Storage tank water characteristics

Water Characteristic	Level	
Total dissolved solids	600 mg/litre or p.p.m.	
Total hardness (as CaCO ₃)	200 mg/litre or p.p.m.	
Chlorides	300 mg/litre or p.p.m.	
Dissolved CO ₂	Gas	Electric
	18 mg/litre or p.p.m	Not Applicable
pH Levels	5.5 – 9.5	
Saturation index (Langelier)	+0.4 to –1.0 @ 65°	