



Evacuated Tube Solar Collector

Limited Warranty

For Residential and Commercial Use

HTP warrants each new evacuated tube solar collector to be free from defects in materials and workmanship according to the following terms, conditions, and time periods. UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF INSTALLATION. This limited warranty extends to the solar collectors installed for use in medium temperature range applications (110 to 210°F ONLY), as well as to the original owner and any subsequent owners of the solar collector for a total of ten (10) years.

COVERAGE

- A. This warranty covers the evacuated tube solar collector and its components ONLY.
- B. Should a defect or malfunction result in a leakage of water or degradation of the collector absorber surface in such a way as to significantly affect collector performance within the above-stated warranty periods due to defective material or workmanship, malfunction, or failure to comply with the above warranty, with such defect or malfunction having been verified by an authorized HTP representative, HTP will repair or replace the defective or malfunctioning solar collector with a replacement solar collector of the nearest compatible model available at the time of replacement. Replacement parts or collectors shall be warranted for the remainder of the original warranty.
- C. In the event of a failure of a replacement solar collector due to defective material or workmanship, malfunction, or failure to comply with the above warranty, HTP reserves the right to refund to the original purchaser the published wholesale price available at the date of manufacture of the original solar collector.
- D. If at the time of a request for service the original consumer purchaser cannot provide a copy of the original sales receipt or the warranty card registration, the warranty period for the solar collector shall then be ten (10) years from the date of manufacture of the solar collector and NOT the date of installation of the solar collector.
- E. This warranty extends only to solar collectors utilized in heating applications that have been properly installed by qualified professionals based upon manufacturer's installation instructions.
- F. It is expressly agreed between HTP and the original consumer purchaser that repair, replacement, or refund are the exclusive remedies of the original consumer purchaser.

OWNER RESPONSIBILITIES

To avoid the exclusion list in this warranty, the owner or installer must:

1. Operate the solar collector in a solar water heating system installed in accordance with federal, state, and local codes.
2. Operate the solar water heating system at pressures below that shown on the solar collector rating plate.
3. Keep the solar collector free of damaging scale deposits.
4. Make provisions so if the solar collector or any component part or connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed.

WARRANTY EXCLUSIONS

This limited warranty will not cover:

1. Any solar collector purchased from an unauthorized dealer.
2. Any solar collector not installed by a qualified heating installer/service technician.
3. Service trips to teach you how to install, use, maintain, or to bring the solar collector installation into compliance with local building codes and regulations.
4. Failure to locate the solar collector in an area where leakage of the water line connections and the relief valve will not result in damage to the area adjacent to the solar collector or lower floors of the structure.
5. Any failed components of the solar water heating system not manufactured by HTP as part of the solar collector.
6. Solar collectors repaired or altered without the prior written approval of HTP.
7. Damages, malfunctions, or failures resulting from failure to install the solar collector in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices; or failure to operate and maintain the solar collector in accordance with the manufacturer's provided instructions.
8. Damages, malfunctions, or failures resulting from improper installation, or failure to operate the solar collector at pressures not exceeding solar water heating system working pressure.
9. Failure or performance problems caused by improper sizing of the solar collector, expansion device, or piping.
10. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, hail, freeze, lightning, wind, acts of God and the like.
11. Collector failures (leaks) caused by operating the collector in a corrosive or contaminated atmosphere.
12. Failure of the collector due to the accumulation of solid materials, lime deposits, or water / heat transfer fluid quality contrary to the manufacturer's provided instructions.
13. Any damages, malfunctions, or failures resulting from the use of dielectric unions.
14. Production of noise, taste, odors, discoloration, or rusty water.
15. Solar collectors installed outside the fifty states (and the District of Columbia) of the United States of America and Canada.
16. Solar collectors moved from the original installation location.
17. Solar collectors that have had their rating labels removed.
18. Solar collectors with broken glass.
19. Solar collectors installed as a roof membrane or integral part of an existing roof membrane.
20. When installed in a system using a glycol based heat transfer liquid and the solar collector is left exposed to daily sunlight without hot water usage or effective heat dissipation, such that the collector dry stagnates, with the exception of stagnation due to system component failure or power outage, where the system failure is remedied within 48 hours of occurring, and;
21. Solar collector(s) left dry (no liquid circulation) and exposed to daily sunlight (not covered) for a period of time exceeding 14 consecutive days.

PROCEDURES FOR WARRANTY SERVICE REQUESTS

Any claim for warranty assistance must be made promptly. Determine if the solar collector is "in-warranty" (that is, within the applicable warranty period) by reviewing a copy of the original sales receipt. You must present a copy of the original sales receipt

for a warranty service request.

If your solar collector is "in-warranty", contact the retailer from whom the solar collector was purchased (or the installer) for assistance. Be prepared to provide the retailer or installer with a copy of your original receipt, complete model and serial numbers, and the date of installation of your solar collector, in addition to explanation of your solar collector problem.

Warranty coverage is subject to validation of "in-warranty" coverage by HTP claims department personnel. All alleged defective or malfunctioning parts must be returned to HTP via the local distribution channels where original purchase was made. NOTE: Any parts or collectors returned to HTP for warranty analysis will become the property of HTP and will not be returned, even if credit is denied. If all warranty conditions are satisfied, HTP will provide replacement parts to the retailer.

If you have questions about the coverage of this warranty, please contact HTP at the following address or phone number: HTP, 272 Duchaine Blvd., New Bedford, MA, 02745, Attention: Warranty Service Department, 1(800) 323-9651.

SERVICE, LABOR AND SHIPPING COSTS

This limited warranty does not extend to any shipping charges, delivery expenses, or administrative fees incurred by the purchaser in repairing or replacing the solar collector or part(s). This warranty does not extend to labor costs beyond the coverage specified in this warranty document. All such expenses are your responsibility.

**LIMITATIONS OF YOUR HTP WARRANTY AND REMEDIES
THE FOREGOING WARRANTIES ARE EXCLUSIVE AND
ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL
OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING
WITHOUT LIMITATION THE IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR
PURPOSE AND ANY OBLIGATION, LIABILITY, RIGHT, CLAIM
OR REMEDY IN CONTRACT OR TORT, WHETHER OR NOT
ARISING FROM HTP'S NEGLIGENCE, ACTUAL OR IMPUTED.
THE REMEDIES OF THE PURCHASER SHALL BE LIMITED TO
THOSE PROVIDED HEREIN TO THE EXCLUSION OF ANY
OTHER REMEDIES INCLUDING WITHOUT LIMITATION,
INCIDENTAL OR CONSEQUENTIAL DAMAGES, SAID
INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING,
BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST PROFIT
OR DAMAGES ALLEGED TO HAVE BEEN CAUSED BY ANY
FAILURE OF HTP TO MEET ANY OBLIGATION UNDER THIS
AGREEMENT INCLUDING THE OBLIGATION TO REPAIR AND
REPLACE SET FORTH ABOVE. NO AGREEMENT VARYING OR
EXTENDING THE FOREGOING WARRANTIES, REMEDIES OR
THIS LIMITATION WILL BE BINDING UPON HTP. UNLESS IN
WRITING AND SIGNED BY A DULY AUTHORIZED OFFICER OF
HTP.**

NO OTHER WARRANTIES

Your HTP warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages so this limitation or exclusion may not apply to you.

These are the only written warranties applicable to the solar collector manufactured and sold by HTP. HTP neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said solar collectors.

HTP reserves the right to change specifications or discontinue models without notice.