

For solar hot water and heat pump products

Ingenero customers are covered by a five year warranty against failures, defects and poor workmanship on all solar hot water and heat pump products.

This means:

- if a product we sold you fails or breaks within five years of installation, we fix it or we replace it. Our warranty covers solar collectors, controllers, mounting frames, pumps, valves, plumbing, circuit breakers, junction boxes, conduits and cabling
- if our contracted plumber breaks something during installation, we will arrange for them to come back and fix it or otherwise make good any damage to your property
- we provide this service to you at your premises – you don't suffer the inconvenience of having to send components away for repair.

This warranty does not cover:

- your existing plumbing or electrical installation, wiring, and fuse box
- any malicious damage, or any damage caused by vermin, animals or pests
- any 'acts of God', eg lightning, hail, storm or flood damage, and damage normally covered by your householder's property insurance.

For Apricus products, your manufacturer's warranty is 15 years for the mounting frame and heat transfer header, and 10 years for the evacuated tubes and heat pipes. All other components have a five year warranty.

If anyone other than an Ingenero-approved installer, contractor, or other Ingenero-authorized person works on the solar installation at any time, this warranty is no longer valid.

If you have any questions about our warranty, please contact our warranty and service centre on 1300 225 160, or via our website at www.ingenero.com.au.

**To find out how to protect your solar,
contact our consultants now.**