



ALPHA THERM SOLAR SYSTEMS CO

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NEOCHOROU DA THESSALONIKI GREECE

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FIVE (5) YEAR GUARANTEE

THANK YOU FOR CHOOSING OUR PRODUCTS

We provide a **5-year** guarantee for our products and a **2-year** guarantee for electrical and electronic parts. If, following the standard production process and the thorough quality check, any defect is detected on our products, our company shall replace said product in part or in full, provided that the defect is structural and has not been induced by improper installation or by problems caused by the end user.

PLEASE NOTE: In order for the guarantee to provide immediate coverage, please fill out the **GUARANTEE FORM** (included in all our products) and send it to our company's offices within **15** days of the installation. This guarantee document is only valid if it is accompanied by the original invoice or proof of purchase for the product along with the Report of Regular Maintenance, properly filled out. For any technical support issues regarding the product, please contact any of our authorized partners or the company's technical support department.

Terms of the Guarantee

Compliance with the following terms is required for the guarantee to be valid:

- The product should be used solely for its intended purpose, by following the provided instructions for use.
- This guarantee takes effect upon presenting the invoice of purchase and filling out the guarantee form; the guarantee form must contain the relevant product serial numbers and model.
- The use as well as any installation and maintenance works need to follow the instruction manual.
- Any modification or repair should be noted in the following Regular Maintenance Report and carried out only by qualified and certified personnel.
- In case any defect or material failure that is due to a structural error is detected and objectively recognized as such by a qualified technician under the guarantee period, Alpha Therm is required to replace the product in part or in full in order to restore it to its original condition so that it is fully functional and efficient.
- The specification of the water quality circulating through the system should not be lesser than that of drinking water.
- The magnesium rod should be checked on an **annual** basis and immediately replaced, if the percentage of wear exceeds 50%.
- The fluid used for filling the closed circuit should always be provided by ALPHA THERM in order to meet the necessary specifications according to the instructions for use.

- The pressure of the water supply network should meet the specifications that are required for proper function; otherwise, a pressure regulator should be installed.
- The use of all parts provided with the solar systems, such as the relief valve, is necessary to avoid potential damage.
- Only original spare parts of ALPHA THERM should be used in any maintenance or repair works in the solar system.
- ALPHA THERM has the right to determine how and where it shall repair any damages.
- This guarantee is valid for Greece as well as for EU and third countries.
- For further information, please contact our company offices.

Following damages are not covered by the guarantee

This guarantee does not cover the repair and any spare parts used for the following reasons:

- Damages during transport. In this case, our company is not liable for replacing products that have sustained any damage, unless the products have been checked upon delivery, our company has been notified within 3 days of delivery and the damage has been reported in the relevant consignment note.
- Damages caused by insufficient or excessive pressure in the water supply network.
- Damages caused by products that have not been approved by our company.
- Improper installation, use, and maintenance of the product.
- Damages caused by improper modifications or lack of maintenance.
- Glass break in the solar collector.
- Damage to the safety valves due to excessive salt concentration.
- Damage to the boiler or solar collector due to excessive or insufficient pressure in the water supply network.
- Damage to the boiler and solar collector by overheating due to lack of fluid in the system's closed circuit.
- Damage due to intervention of unauthorized persons.
- Damage due to insufficient or improper maintenance.
- Damages due to extreme weather events or external factors such as vandalism or fire.

NOTE

In case of any damage, the guarantee does not cover the cost of transport and of work.

GUARANTEE

Full name of purchaser:.....
Address of purchaser:.....
Contact phone number of purchaser:.....
Name of representative :.....
Date of purchase :.....
Date of installation:.....
Full name of installer:.....
Contact phone number of installer:.....
SERIAL NUMBER:.....
PRODUCT MODEL:

REGULAR MAINTENANCE REPORT

<u>DATE</u>	<u>DETAILS OF THE PERSON CARRYING OUT THE MAINTENANCE</u>	<u>REASON FOR VISIT</u>	<u>WORKS CARRIED OUT</u>	<u>SPARE PARTS USED</u>

SOLAR SYSTEM GUARANTEE

TO BE FILLED OUT AND SENT WITHIN 15 DAYS OF INSTALLATION

Full name of purchaser:.....
Address of purchaser:.....
Contact phone number of purchaser:.....
Name of representative:.....
Date of purchase:.....
Date of installation:.....
Full name of installer:.....
Contact phone number of installer:.....
SERIAL NUMBER:.....
PRODUCT MODEL:

INSTALLER CERTIFICATION

The installer
Signature - Seal

