ENGLISH

MODEL	TANK SERIAL No	COLLECTOR (S) SERIAL No.			SALE DATE (FROM HELIOAKMI S.A.)	INVOICE No

1. **HELIOAKMI S.A.** provides a 5 (five) year limited warranty on the main components of the product (collector, boiler), starting from the date of the purchase, against any possible leaks due to holes. The support base and all the supplied peripherals that are not manufactured by **HELIOAKMI S.A**.(such as, the resistances, the thermostats, the valves, the magnesium rods, the circulators, the expansion pots, the flexible pipes of the closed circuit, the insulation materials, the thermometers, the manometers, the flow meters, the differential thermostats, the antifreeze fluids, the screws, the coach screws, the unions) are offered with a 2 (two) year warranty, similar to that offered by their manufacturer, against any eventual manufacturing error or defect.

2. Any form of actual or consequential damage resulting from incorrect or improper installation of the product and/or of its accessories, or any form of actual or consequential damage resulting from improper use and maintenance is explicitly excluded from the present warranty. The warranty remains valid provided that the client accepts and observes all the conditions and the instructions concerning the installation, use and maintenance of the product that are included in the supplied manual which accompanies each product. All installation procedures and connections of the product must conform with the existing regulations (electrical, hydraulic, sanitary, urban planning,…etc) which are in effect in both the area and country of use. The Importer - Distributor is solely responsible for the importation and distribution of the products to the market, whilst the responsibility for the installation rests with the installer. The proper functioning and performance of the products depends on the thorough preparation and study, the proper installation of the products, ventilation, setting of the thermostat, the proper choice of the materials and connection accessories, the correct piping and insulations for which responsible is the installer and not by any means **HELIOAKMI S.A**. In case of a manufacturing defect, according to paragraph 1 of the present warranty, the defective material will be sent, at buyer's expenses, to the factory of **HELIOAKMI S.A**. for inspection and repair - if it is repairable - or for replacement if a repair is not possible, at manufacturer's discretion. In case of an on-site repair, all staff travel expenses, all charges concerning the transportation, removal and re-installation of the product and/or its accessories will be covered by the costumer. **HELIOAKMI S.A**. is not liable for any damages and claims of any kind and/or nature caused by the product and/or its installation and/or by eventual defects of the product and therefore is not responsible for the coverage of any claims or refunds for purposeless transport of the staff, charges for the transportation and installation/uninstall of the product, purposeless consumption of energy or water, erroneous installation of the product and/or its accessories, non-observance of the local regulations (electrical, plumbing, urban planning, sanitary and others), damages to any buildings or residences, third party property damages, loss of profits, loss of customers…etc. The responsibility of **HELIOAKMI S.A.** is exclusively and solely limited to the replacement of the defective materials and therefore the burden of the cost of documentation, regardless of who will raise it, does not lie with **HELIOAKMI S.A.**

SIGNATURE AND STAMP OF THE DISTRIBUTOR

IN ORDER FOR THIS WARRANTY TO BE VALID YOU MUST COMPLETE AND SEND BY REGISTERED MAIL TO HELIOAKMI S.A. THE COUPON OF PAGE 15, WITHIN 15 DAYS FROM THE DATE OF THE PURCHASE

HELIOAKMI S.A.
Solar Energy Systems
Nea Zoi, 19300 Aspropyrgos, Attiki, Greece
Tel.: (+30) 210 5595624-6
Fax: (+30) 210 5595723

EXCLUSIONS - From the warranty are excluded the following:

• The breakage of collector glass for any reason including hail damage (we suggest that the collector glass be covered by your home insurance policy).

• Damages to the tank, resulting from failure to replace the magnesium rod, which should be replaced by the local distributor, at client's care and expenses. The distributor shall confirm the replacement of the magnesium rod, by completing each time, all the required details here below (REPLACEMENT OF THE MAGNESIUM ROD). The period of time for the replacement of the magnesium rod can be every 6 months up to every 2 years depending on the quality of the water. It is recommended that in areas where total dissolved solids (TDS) is up to 600ppm, the magnesium rod must be replaced every two (2) years. In regions where the TDS is more than 600ppm, the magnesium rod must be replaced every year. In regions where the TDS is more than 1000ppm, the magnesium rod must be replaced every six (6) months. In areas where the total dissolved solids (TDS) is more than 600ppm it is necessary to install a filter. For this reason, it is necessary to control every year the status of the magnesium rod and if it necessary to be replaced before it is worn out. At the same time it is also recommended strongly to control the electrical resistance, the thermostat and the valves for their proper function. In areas with hard waters and water softeners a control is required at least every six (6) months. In the case of water softener it is recommended the water not to soften to zero (0 MgCaCO3/l.). It is recommended to leave a hardness more than 50 MgCaCO3/l and less than 120 MgCaCO3/l .

• When the chlorides in the water exceed 250mg/l.

• Water must not be corrosive The pH in the water must be 6,5 – 9,5 .

• The stainless steel (INOX) tanks installed in areas with a high amount of chloride and near the sea. The stainless steel (inox) tanks are not recommended to be installed in such areas.

• Damages to the tank, resulting from failure to fit the over pressure limiting valve, in areas where the water supply pressure exceeds 4 Bar.

• Damages to the tank, resulting from the quality of the water.

• Damages to the tank, when the feed water of the tank derives from rivers, lakes, wells, drillings or desalination processes.

• When the electrical thermostat is set to be constantly operating at over 60°C

• Installers must ensure that they select the right lightning protection devices according to the technical regulations of the country where the product will be installed.

• When the product is treated in an incorrect manner, damaged or installed from an unauthorized and not-specialized person.

• Damages on the product caused from an erroneous installation and/or from a wrong manipulation of the product and/or its accessories.

• Damages on the product and/or its accessories caused during transportation, removal and/or due to inappropriate storage of the product.

• Damages on the product resulting from acts of God, frost, wear and tear, force majeure.

• Salt scaling in the collector (only for open circuit).

• Damages on the product resulting from frost for open circuit systems (direct type). An Open Circuit system does not have freeze protection and is not suitable for installation in areas prone to freeze conditions.

This system has NO WARRANTY for freeze damage. In areas that are prone to frost / freezing or in bad water areas, a Closed Circuit system should be used.

• When the closed circuit has not been filled with the antifreeze liquid provided by Helioakmi (for the closed circuit systems).

• The connection, adaptation, integration, incorporation or assembly of other equipment or parts that either directly or indirectly affect the operation or performance of this product.

• When the service and/or repair was made by unauthorized and not-specialized staff.

• When local plumbing, electrical, sanitary, urban and other regulations are not observed.

• Cosmetic defects.

• Fair wear and tear (for example, corrosion).

• The warranty does not cover problems related to the installation of the products; the installer must deal eventual problems related to the installation.

The warranty is not valid if you do not comply with the payment terms on the scheduled dates.

Any repair, inspection, service and replacement of any component, shall in no case result in an extension of the warranty period.

Every user/buyer, that purchases a product from our company, is considered to accept the terms set forth herein, without exception.

This is the only written warranty given by **HELIOAKMI S.A**. and **HELIOAKMI S.A.** neither assumes nor authorizes any Distributor, representative, agent or employee of HELIOAKMI S.A. to increase or alter the terms and conditions of this warranty.

Any dispute or disagreement on the interpretation of both the terms and provisions of the present warranty is subject to the Greek law and responsible are the Greek courts of Athens in Greece.

REPLACEMENT OF THE MAGNESIUM ROD

DATE OF REPLACEMENT .....

INVOICE NUMBER .....

NAME OF THE INSTALLER.....

TELEPHONE No .....SIGNATURE .....

DATE OF REPLACEMENT .....

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