

GENERAL WARRANTY TERMS

The company HELIOAKMI S.A. offers a warranty of 5 (five) years from the date of purchase for the water boiler thermosiphon, flat plate solar collector, floor standing water boiler (for forced circulation) up to 1000 liters and 2 (two) years for the floor standing water boilers from 1500 liters and above, for any manufacturing defects in accordance with the conditions stated below.

For the stainless steel exchanger (spiral), included in a solar water heater water tank, floor standing boilers (BUFFER 1 INOX, FRW, MEGA TANK INOX) or it is purchased individually the warranty offered is 1 (one) year from the date of purchase.

During the warranty period, damage due to inappropriate material or manufacturing defect will be covered. Any other claim is excluded. The warranty does not give the buyer any right to monetary compensation or any other compensation, other than the repair of the defected part. The company in no case is responsible for damages and claims of any kind or nature, caused by the product and/or its installation and/or any defects in the product and is not obliged to cover any claim or compensation such as unnecessary movement of technicians and staff, transport and installation costs, product uninstallation, unnecessary energy or water consumption, incorrect installation of the product and/or its components, failure to comply with local regulations (hydraulic, electrical, sanitary, urban planning and others) damage to any residence or building, damage to third party property, loss of profits, loss of customers...etc

Any repair or replacement during the warranty period does not in any case mean an extension of the initial warranty period.

In case of damage, the customer must immediately inform the company by providing all necessary information. For a warranty claim the original proof of purchase (receipt/invoice) must be presented. The buyer must keep all documents related to the purchase of the product, its installation (with installer's full data data and stamp), inspections (service), repair, replacement of any of its parts .

The warranty covers repair or replacement of the defected part always at the discretion of the manufacturer. In case of on-site repair, all costs incurred for the transfer of personnel, their movement and their stay will burden the buyer. In case the damage is not due to the product, the buyer is charged with the cost of the visit. If the damage is not due to a product defect, the buyer is charged with visit charges. When an on-site repair is not possible, the product must be sent, at buyer's care and responsibility, to the factory of HELIOAKMI S.A for inspection. All transport charges burden the buyer. The part in question will be inspected and will be repaired if repairable or if it is not repairable it will be replaced with a new one.

Products that are replaced under warranty become property of HELIOAKMI S.A and must be returned by the buyer within 20 days from the replacement date, otherwise the buyer will be charged their full value.

The guarantee ceases to be valid if the agreed payment terms are not met.

THIS WARRANTY DOES NOT COVER:

- Damages during transportation, because the product is transported on behalf and at buyer's responsibility, even if the manufacturing company has taken over the transportation costs.
- Damages due to installation and non-observance of the applicable local technical, hydraulic, electrical, sanitary, urban planning regulations as well as to applicable regulations regarding water, gas and electricity, in the event that the solar system is assisted and from some other energy source. The warranty is not recognized for problems related to the installation, these are entirely the responsibility of the installer who carried out the installation.
- Breaking the glass of the solar collector for any reason.
- Consumables materials
- The electrical parts
- The sealing rubber

- The magnesium rod
- Damages due to faulty or poor installation, which has caused the device to operate in conditions other than those for which it is designed.
- Damages that can be caused by possible leakage, due to the opening of the safety valve or damage to the hot or cold water pipes from any other reason.
- Damage due to lack of water.
- Damage to the device resulting from natural disasters (storms, gale force winds, hail, floods), accident, vandalism, force majeure.
- Damage to the product and/or its components caused by improper storage of the product.
- Tank damage resulting from poor water quality and when chlorides in drinking water exceed 100 mg /l.
- When water is corrosive. The pH in the water should be between 7–9.
- Damage to the tank due to failure to install a pressure reducer and expansion tank in areas where the water mains pressure exceeds 4 Bar.
- Normal wear and tear due to time (e.g. corrosion on the external parts of the device without affecting its operation).
- Insignificant aesthetic defects that do not affect the proper functioning of the device.

THIS WARRANTY SHALL BE VOID IF THE PRODUCT IS DAMAGED:

- Because scheduled inspections are not materialized and/or due to improper maintenance.
- Because the magnesium rod has not been replaced on time. The magnesium rod must be installed and maintained by qualified personnel and it must be proven it is used exclusively and only magnesium rod from HELIOAKMI S.A.
- Due to failure to fill the closed circuit (for closed circuit systems). Filling must be done exclusively with antifreeze proven it is purchased from HELIOAKMI S.A.
- Due to wear and tear of the hot and cold water pipes
- From malicious actions that can cause damage or harm.
- Due to tampering or repairing the device without the company's approval. When the device has been mishandled by the user or the installation has received repairs, modifications or disassembly, even partly that either directly or indirectly affect the operation and performance of the product.
- Damages arising from the non-connection of the earth cable
- Due to excessive water pressure from the supply network.
- Due to damage to the safety valves of the container due to excessive concentration salts or due to external causes.
- From deposits of salts and soil in the collector from HELIOAKMI SA.
- Due to overheating.
- from Frost

ATTENTION: In the event that individual products (water boilers, collectors) are purchased which the buyer intends to combine with other products from other manufacturers, the company HELIOAKMI S.A. guarantees the correct operation and performance for its own products and only if the procedures described in the relevant installation manual accompanying them are followed during their installation (e.g. installation of safety valves). In the event that other manufacturers' installation instructions are followed that have nothing to do with the procedures provided and required, the company bears no responsibility for any problematic operation of the product, the system, reduced performance, or even total or partial destruction of the product.

The installation must be carried out by a qualified installer (hydraulic, thermohydraulic, thermomechanical engineer) and according to the relevant instructions of the technical manual that accompanies the product and complying with all local urban planning, hydraulic, electrical, sanitary and other relevant regulations related, and not only, with the water, gas and electricity, in the event that the solar system is supported by conventional energy source.

The installer must ensure the lightning protection of the appliance where provided by the technical regulations of the country where the product is installed.

Inspections (service) of the appliance must be carried out annually or even earlier where required, by a qualified plumber/installer and service costs burden the owner of the appliance. The magnesium rod must be checked every year and if it has worn to a percentage of more than 50% or has been covered by a concentration of salts it must be immediately replaced and it must be proven it has been purchased from HELIOAKMI.S.A.

The magnesium rod replacement time can vary (every 6 months to every 2 years) depending on the water quality. In areas where the total dissolved solids (TDS) are up to 600ppm the magnesium rod should be replaced every two (2) years, when TDS are above 600ppm the magnesium rod should be replaced every year while in areas where TDS are over 1000ppm the magnesium rod should be replaced every six (6) months. Note: In areas where TDS exceed 600ppm a filter is necessary to be installed.

In facilities supplied with hard water and in facilities where there is a water softener installed, inspection is required to take place at least every six (6) months. When there is a water softener, it must be adjusted so that the produced water is not too soft (produced water must not have hardness of 0 MgCaCO₃/l). As the water must have some hardness the water softener appliance must be set between 4-8 and not '0'). Complete water softening must not be done because when the produced water after its treatment has hardness '0' or close to '0' the water becomes electrolytically aggressive.

Very poor quality water results in the formation of scales which can block the safety valves where in this case the water tank remains unprotected against high temperature and high pressure. If the safety valves are blocked by salts the water tank can reach very high pressures (even 16 bar) with a possible consequence of leakage in the flange and with the possibility of the enamel coating around the flange being damaged. The valves should be checked at least once a year for their good condition and correct operation.

The electric resistance is not part of the system but an additional heating element and must be installed by a certified electrician. The electric resistance is only used when the temperature of the water inside the tank is low. In any other case, the electrical resistance must not be used. Permanent and unnecessary use of the resistor may damage the container and reduce or void the device's warranty. The electric thermostat setting of the resistance should not exceed 60°C.

When the device is installed in areas with high humidity or near the sea, all the pipes protruding from the boiler (water inlet-outlet pipes and closed-circuit pipes) as well as the support base must be painted with anti-corrosion paint once a year in order to their oxidation is avoided .

Any buyer who purchases a product from our company is deemed to consent and accept the terms of sale of the products and the terms of this warranty. This is the only written guarantee and HELIOAKMI S.A. nor does it assume or authorize any of its distributors, representatives, agents or employees to increase or alter the terms of this warranty on behalf of the company.

Any dispute or dispute regarding the interpretation of the terms and conditions of this guarantee shall be subject to Greek law and the Courts of Athens in Greece shall have jurisdiction.

HELIOAKMI S.A. reserves the right to change the conditions without notice.

This manufacturer's warranty does not affect the rights of the consumer provided by the European Directive 1999/44/EC and the Greek legislation.