

**WARRANTY POLICY FOR ITS DOMESTIC HEAT PUMPS /
CLAIM FORMS****A) STANDARD TWELVE (12) MONTH WARRANTY EFFECTIVE FROM DATE OF PURCHASE**

1. This warranty covers all components / parts including the coil and compressor from date of purchase.
2. A machine that is "Dead on Arrival" i.e. it has not been connected or installed because it for example has no gas left, will be replaced. **PLEASE NOTE THAT COURIER DAMAGE IS NOT COVERED!**
3. Please note that a new machine will not be exchanged after it has been installed i.e. once the machine has been installed any faults on the machine will be repaired.
4. This warranty is applicable to workmanship on repairs and materials only. **ITS** will replace, at no charge, all parts returned and freight paid (provided that the appliance is located **no further than 50km** from an Authorised Dealer/Reseller specified by **ITS** Head Office), which display faulty workmanship or materials in accordance with the conditions above. **ITS** accepts no responsibility for loss, damage or injury to persons or property arising from warranty failure of equipment, unless with the express authority of **ITS** or its authorised distributors. This warranty shall not extend to any expenditure otherwise incurred.
5. **The heat pump must be installed and used in accordance with the instructions supplied. Please note:**
 - i. **All installations to be done by **ITS** trained technicians / dealers**
 - ii. **Installation to be done according to specifications by **ITS****
 - iii. **Electrical connections comply with the relevant standards**
6. The heat pump is designed to be used with domestic geysers/boilers. Should other chemical treatment systems or parameters be used, **ITS** will not be responsible for damage done by corrosion, scaling and stress cracking of the equipment.
7. If, in the opinion of **ITS**, the equipment has been subjected to other than normal use or has been improperly serviced or maintained (annual service is compulsory), the warranty will be void.
8. The Warrantee registration on www.its-solar.com must be completed within 28 days from handover of the equipment.
9. Corrosion is not covered under this warranty.
10. For all Coastal installations with aggressive corrosion, Blue Chem Treatment against corrosion is required for claims to remain Valid.
11. **The unit and its accessories must be installed and set into operation under the direct supervision of a technician that has received installation and maintenance training on ITS heat pumps.**
12. All repairs are to be done by a qualified refrigeration technician who is registered in the Safe Handling of Refrigerants.
13. The installer must ensure that the installation complies with the manufacturer's recommendations concerning installation, water piping and electrical work.
 - All Plumbing installations must comply with the current specifications SANS 10254 "the installation, maintenance, replacement and repair of fixed electric storage, water heating systems" The relevant sections of SANS 10252 part 1 "water supply installations for buildings" and local by-laws.
 - All electrical installations must comply with current specifications SANS 10142-1 "The wiring of premises – Part 1, low voltage installations"
 - The installer must ensure that the installation complies with the requirements on SANS 10147 Code of Practice for Refrigerating Systems.

ANY LAPSE REGARDING IMPLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID

B) LIMITED EXTENDED TWO YEAR COMPRESSOR WARRANTY –

During the second year after date of original purchase, the **Compressor carries a parts only** limited warranty. (Labour, travel transport costs and refrigerant is excluded)

The extended warranty is only granted on application made to ITS and the following procedures have been adhered to:

1. All the 1 year warrantee requirements where adhered too.
2. It is a condition of this limited warranty that the equipment is serviced annually in accordance with the manufacturer's recommendations by a service company authorized by ITS.

C) LIMITED EXTENDED FIVE YEAR WARRANTY –

During the first five years after date of original purchase, the **Heat Exchanger carries a parts only** limited warranty. (Labour, travel transport costs and refrigerant is excluded)

The extended warranty is only granted on application made to ITS and the following procedures have been adhered to:

1. All the 1 year warrantee requirements where adhered too.
2. It is a condition of this limited warranty that the equipment is serviced annually in accordance with the manufacturer's recommendations by a service company authorized by ITS.

ITS shall not be liable for any incidental, consequential, exemplary, special or punitive damages, or for loss of revenue, profit or use, arising out of breach of this warranty (including but not limited to damage resulting from condensate leakage) or in connection with the sale, maintenance, use, operation or repair of any ITS product. In no event will ITS be liable for any amount greater than the purchase price of a defective component.

ITS shall not be held responsible for any injuries that might occur for any reason.

This limited warranty does not cover products that have been damaged as a result of accident, abuse, misuse, neglect, improper installation, failure of internal piping or components due to freezing conditions, scale build up or fouling of the heat exchanger, improper maintenance, or failure to operate the heat pump in accordance with the ITS written instructions, failure to start due to voltage conditions, blown fuses, open circuit breakers or any other damages caused by the inadequacy or interruption of electrical services and damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of ITS.

All non warranty service charges are the responsibility of the original owner. Failure to pay for non-warranty service charges will void this limited warranty.

This warranty is not transferable.

ANY LAPSE REGARDING IMPLEMENTATION OF THE ABOVE PROCEDURES WILL IMMEDIATELY RENDER THE WARRANTY NULL AND VOID

D) WARRANTY CLAIM PROCEDURES

1. The attached warranty claim form must be fully completed by the owner purchaser and submitted to ITS with an order indicating the price for the part required.
2. A replacement part is delivered to the contractor (at ITS's cost).
3. All parts are charged for in full and will only be credited once if:
 - a. The original part has been returned by the customer to ITS (at the owners cost).
(A claim will not be processed if the part is not returned to ITS within 21 days and the client will be liable for the full amount charged).
 - b. ITS has tested the part and confirmed the warranty is valid.
4. Prior to commencement of work, an authorized order number must be obtained from ITS detailing the costs to be recovered for the amounts as per A.4 above. The invoice to ITS must reflect this order number.

Please contact the writer should you require clarity on any of the above.

The logo for ITS (International Technology Sourcing) features the lowercase letters 'its' in a bold, sans-serif font. The letters are dark grey and are positioned to the right of the main text area.

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NB! WARRANTY SPARE P/ORDER NO:

DATE:		CUSTOMER/AGENT:	
ORIGINAL INVOICE OF MACHINE:		DATE OF ORIGINAL INV:	
UNIT MODEL NO.		CLIENT SUPPLIED TO:	
UNIT SERIAL NO.			
DESCRIPTION OF FAULTY PART			
SERIAL NO OF PART			
		DATE OF INSTALLATION:	

CUSTOMER COMPLAINT:- DETAILED DESCRIPTION OF WHY PART FAILED:

FOR OFFICE USE:

WARRANTY CLAIM NO:	
GRV NO:	
JOB CARD NO:	

WARRANTY ALLOWED / DISALLOWED

WARRANTY AUTHORISED BY TECHNICIAN:

NAME:	SIGNATURE:	DATE:
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NOTE: THE ONUS IS UPON THE CUSTOMER TO RETURN FAILED PART TO ***ITS*** WITHIN 21 DAYS OR WARRANTY CLAIM WILL BE NUL & VOID & YOU WILL BE LIABLE FOR PAYMENT FOR REPLACEMENT GOODS SUPPLIED.



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Claim Form

1.Customer Information

Customer Name: _____

2.Installation and Running Information

Model no.: _____

serial number: _____

Installation date / Installer: _____

Location of installation: _____/(town) _____/(city) _____/(province) _____/(country)

Heat pump failure date: _____

Running voltage: _____ V

Running current: _____ AMPS

Ambient temperature: _____ °C

Parameter value information:

parameter	Description	Range	Default	parameter	Description	Range	Default
parameter 0	Reserved			parameter A	Fan motor working mode		
parameter 1	Setting desired water temperature in water tank			parameter B	Target superheat setting		
parameter 2	Defrosting cycle			parameter C	manual control of EE valve		
parameter 3	Temperature point of entering defrosting			parameter D	Temperature to start the electric heater		
parameter 4	Temperature point of stopping defrosting			parameter E	Discharge gas temperature		
parameter 5	Defrosting duration			parameter F	System coil temperature		
parameter 6	Reserved			parameter 10	Return-gas temperature		
parameter 7	Memory recovery after power failure			parameter 11	Ambient temperature		
parameter 8	Electronic expansion valve control(manual/automatic)			parameter 12	Tank water temperature		
parameter 9	Different working mode of water pump			parameter 13	Actual steps number of step motor in EE valve		

3. Failure information

Failure component: _____



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Failure description:	
<p>Photos of failure unit or component: <i>(if space not enough please paste it in below blank area)</i></p>	

Claim form filling date: _____

More questions:

1. Did fan motor run?

Answer:

2. About how many minutes does the fan motor ran?

Answer:

3. Did the compressor start?

Answer:

4. About how many minutes does the compressor worked?

Answer:

5. What's the running current when heat pump failed?

Answer:



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