



WARRANTY



SAXON COPPERFLOW ELECTRIC, SOLAR, HEAT PUMP & WOODYS MARINE PRODUCTS

Saxon warrants its ranges of Copperflow, Premier, Truflow, Ezyfit, Solar, Heat Pump and Woodys Marine Water heaters in Australia in accordance with Parts 1, 2, 3 and 4 of this document.

PART ONE - WARRANTY (IMPORTANT INFORMATION TO OWNERS, INSTALLERS AND SERVICE AGENTS)

WARRANTY – COPPERFLOW / PREMIER / TRUFLOW / EZYFIT ELECTRIC WATER HEATERS	
To be read in conjunction with all Conditions and Exclusions and in Particular Part 4, Water Supply Analysis and the water heater is installed with a thermostat setting below 80°C	
YEAR ONE	If a component eg: a valve, element or thermostat fails, or if the water heater needs replacement, the component of the water heater or the water heater will be repaired or replaced free of charge (*) as long as the water heater is covered by all of the terms of this warranty document.
YEAR TWO, THREE, FOUR & FIVE	If the inner tank of the water heater fails, the manufacturer will replace it with another unit free of charge (*) except that all costs associated with freight of the replacement water heater, travelling costs and labour costs will be paid by the owner.

WARRANTY – SOLARSTAR HEAT PUMP WATER HEATERS	
To be read in conjunction with all Conditions and Exclusions and in particular Part 4, Water Supply Analysis and the water heater is installed with a thermostat setting below 70°C	
YEAR ONE	1. Heat Exchange Tank with Condenser Coil: If a component eg: a valve fails, or if the water heater needs replacement, the component of the water heater or the water heater will be repaired or replaced free of charge (*) as long as the water heater is covered by all of the terms of this warranty. 2. Compressor Unit & Refrigeration Connections: All failures of factory supplied components, factory supplied refrigeration pipe work and refrigeration components such as compressor, fan motor and coil, refrigeration valves and electrical components including solenoid valves, digital controller, thermistors and wiring will be repaired or replaced free of charge (*)
YEAR TWO (Compressor Unit)	If the Compressor Unit & Refrigeration Connections (as defined above) fail, the component will be repaired or replaced free of charge (*) except that all costs associated with freight of the replacement water heater, travelling costs, refrigerant & consumables and labour costs will be paid by the owner.
YEAR TWO, & THREE (Tank)	If the inner tank of the water heater fails, the manufacturer will replace it with another unit free of charge (*) except that all costs associated with freight of the replacement water heater, travelling costs, refrigerant & consumables and labour costs will be paid by the owner.
YEAR FOUR & FIVE (Tank)	For water heaters installed in a single-family domestic dwelling, if the inner tank of the water heater fails, the manufacturer will replace it with another unit free of charge (*) except that all costs associated with freight of the replacement water heater, travelling costs, refrigerant & consumables and labour costs will be paid by the owner.

SAXON COPPERFLOW SOLAR WATER HEATERS	
To be read in conjunction with all Conditions and Exclusions and in particular Part 4, Water Supply Analysis and the water heater is installed with a thermostat setting below 80°C	
YEAR ONE	If a component eg: a valve, element, thermostat, circulating pump or controller fails, or if the water heater or solar collectors needs replacement, the component/collector of the water heater or the water heater will be repaired or replaced free of charge (*) as long as the water heater is covered by all of the terms of this warranty document. (Note that solar collectors should be covered when the water heater is not intended to be used for more than two weeks)
YEAR TWO (Components)	If a component (as defined above) fails, the component will be repaired or replaced free of charge (*) except that all costs associated with freight of the replacement component, travelling costs, & consumables and labour costs will be paid by the owner.
YEAR TWO, THREE, FOUR & FIVE (Tank & Collectors)	If the inner tank of the water heater or collectors fails, the manufacturer will replace it with another unit free of charge (*) except that all costs associated with freight of the replacement water heater, travelling costs and labour costs will be paid by the owner

WOODYS MARINE WATER HEATERS	
To be read in conjunction with all Conditions and Exclusions and in particular Part 4, Water Supply Analysis	
YEARS ONE AND TWO	If a component fails, the manufacturer will supply a replacement component free of charge. If the inner tank of water heaters of no more than nominal 50litre capacity fails the water heater will be repaired or replaced free of charge at Brisbane (*) except that all costs associated with freight of the replacement water heater, transport costs and labour costs will be paid by the owner. The violence of sea conditions to which the water heater is exposed in larger ocean going vessels is beyond the control of Saxon and surge may cause the inner tank to rupture in large capacity units in excess of 50 litres. Therefore units of more than 50litre (nominal) capacity are not warranted for failure of the unit through leaking of the inner tank. All such units must be adequately anchored in position by the purchaser utilising adequately sized cradles and stainless steel straps to prevent any movement of the water heater in all sea conditions likely to be encountered.

(*) – These clauses must be read in conjunction with Clauses 4 and 9 of Part 2, Warranty Conditions.

PART TWO - Warranty Conditions

1.	The term “water heater” used in this Warranty, Warranty Conditions and Warranty Exclusions means the Saxon supplied water heater(s), heat exchange solar tank(s), solar collector(s), kit(s) and components, heat exchange heat pump tank(s) and compressor unit(s).
2.	The water heater must be installed in accordance with the Saxon Water Heater Owner & Installer Manual & Warranty information supplied with the water heater and in accordance with all Federal and State statutory and local requirements of the State or Territory in which the water heater is installed.
3.	Where a failed component or water heater is repaired or replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or water heater does not carry a new warranty.
4.	Where the water heater is installed outside the boundaries of a metropolitan area as defined by Saxon or further than 25 kilometres from a Saxon Service Agent or Stocking Agents premises, all costs including the cost of transport of the water heater, insurance and Service Agent travelling time to the installation site from the Service Agents premises shall be the owners responsibility.
5.	Saxon reserves the right to transfer fully functional components from the defective water heater to the replacement water heater if required.
6.	Saxon reserves the right to effect repairs or replacement of all models and types with a current production model or another type of water heater of similar value and performance, depending on availability.
7.	The water heater size must be selected to supply the hot water demands in accordance with the guidelines in the Saxon water heater literature.
8.	Where located indoors or in any location where water leakage will not drain away normally without causing any damage, the water heater must be installed with a safe tray to Australian Standards.
9.	If the water heater is installed in a position that does not allow easy or safe access for service purposes, all costs of accessing the water heater safely, including the costs of additional materials handling and/or safety equipment shall be the owner’s responsibility.
10.	Water heaters to be replaced will be replaced with a new or reconditioned water heater at the sole discretion of Saxon.
11.	The decision to repair or replace the water heater or component will be entirely at the discretion of Saxon
12.	The warranty only applies to the water heater and original or genuine (Saxon) component replacement parts and does not cover any plumbing or electrical parts supplied by the installer which are not an integral part of the water heater e.g. Isolation valves, pressure limiting valve, non-return valves, electrical fuses, switches & pumps
13.	The date and time of commencement of such warranty work will be at the discretion of Saxon. Saxon does not warrant that such repair work will take place within any particular period. A call out fee applies to any warranty calls made outside normal Saxon business hours.
14.	All warranty related repairs must be authorised by Saxon prior to repairs being carried out or the cost is borne by the owner

PART THREE - Warranty Exclusions

1. THE SAXON WATER HEATER WARRANTY SETS OUT HOW REPAIR AND REPLACEMENT WORK WILL BE CARRIED OUT. THE FOLLOWING EXCLUSIONS MAY VOID THE WATER HEATER WARRANTY AND MAY INCUR ADDITIONAL SERVICE CHARGES AND COST OF REPLACEMENT PARTS
 - a) Accidental damage to the water heater or any component, including Acts of God, failure due to misuse, incorrect installation and attempts to repair the water heater other than by a Saxon Accredited Service Agent or the Saxon Service Department.
 - b) Where it is found that there is nothing wrong with the water heater.
 - c) Failure of electricity or water supplies and where the supply of electricity or water does not comply with relevant State or Territory codes or acts.
 - d) Where there is excessive discharge from the temperature/pressure relief valve due to high water pressure.
 - e) Where there is no flow of water due to faulty plumbing and where water leaks are related to plumbing and not the water heater or the water heater components.
 - f) Where the water heater or component has failed directly or indirectly as a result of excessive water pressure, excessive temperature, thermal input, blocked overflow or vent or drain, corrosive atmosphere or ice formation in the pipework to or from the water heater.
 - g) Where a solar water heater or solar water heater component has failed directly or indirectly as a result of ice formation in the water ways of the solar water heater installed without a freeze protection system or where the freeze protection system fails to protect the water heater or where a freeze protection system has been installed and the electricity supply has been switched off or fails or where the solar water heater is installed more than 600 metres above sea level or where the solar water heater has not been installed in accordance with the water heater installation instructions.
 - h) Where breakage of solar panel collector glass has occurred for any reason including hail damage (we suggest collector glass be covered by your home insurance policy and that collectors be covered when the water heater is not going to be used for more than two weeks)
 - i) Where the water heater is located in a position that does not comply with the Saxon water heater installation instructions or relevant State or Territory codes and statutory requirements and where major dismantling or removal of cupboards, walls or doors is required or the use of special equipment is required to bring the water heater to a serviceable position or to return it to the manufacturer.
 - j) Where repair or replacement of the water heater is due to scale formation or the effects of corrosive water when the water has been connected to a scaling or corrosive water supply. See Part 4, "Water Supply Analysis" and the Owner & Installer Manual for additional information.
 - k) Where salt water has been used in the storage tank or through the heat exchange coils.
 - l) Water hammer is not caused by, nor is the fault of the water heater and therefore, any work taken to reduce or alleviate water hammer is dependent on the entire household plumbing network and therefore does not fall within the water heater warranty.
2. SUBJECT TO ANY STATUTORY PROVISIONS TO THE CONTRARY, THIS WARRANTY EXCLUDES ANY AND ALL CLAIMS FOR DAMAGE TO SURFACE FINISHES, WALLS, CARPETS, FURNITURE, FOUNDATIONS OR ANY OTHER CONSEQUENTIAL LOSS EITHER DIRECTLY OR INDIRECTLY DUE TO LEAKAGE FROM THE WATER HEATER, OR DUE TO LEAKAGE OF WATER OR STEAM FROM FITTINGS AND/OR PIPE WORK OF METAL, PLASTIC OR OTHER MATERIALS CAUSED BY WATER TEMPERATURE, WORKMANSHIP OR OTHER MODES OF FAILURE.
3. THE MANUFACTURER IS NOT RESPONSIBLE FOR EXCESSIVE ELECTRICITY OR WATER USAGE THAT OCCURS AS A CONSEQUENCE OF FAILURE OF THE WATER HEATER OR COMPONENTS OR WORKMANSHIP.
4. WHERE THE DATE OF INSTALLATION IS NOT KNOWN, THE WARRANTY SHALL COMMENCE THREE MONTHS AFTER THE DATE OF MANUFACTURE.

PART FOUR - Water Supply Analysis

1. WARRANTY OF WATER HEATERS, SOLAR PANELS COMPONENTS AND FITTINGS IS VOID WHERE WATER HEATERS ARE INSTALLED IN AREAS WHERE CORROSIVE WATER IS PRESENT OR HAS BEEN PRESENT IN THE LIFE SPAN OF THE WATER HEATER.
2. This water heater has been manufactured to suit the water conditions applicable to most Australian metropolitan supplies. Some supplies are known to have detrimental effects on the water heater and its operation and/or life expectancy. If you are unsure about your local water quality, ask for information from your local water supply authority or call Saxon. This water heater should only be connected to a potable water supply.
3. Water that is corrosive to copper is typically associated with some bore water supplies of water not treated by water authorities to ensure against copper corrosion. Corrosive water for copper can result in premature failure of the water heater through hot water copper pitting corrosion where small holes develop in the copper and the water heater eventually leaks.
4. Tests to ensure that water is not corrosive to copper include:
 - a) Ensure that the water pH is greater than 7.0 ($\text{pH} > 7.0$)
 - b) Ensure that the bicarbonate to sulphate ratio is greater than 2:1 ($> 2:1$)
 - c) Ensure that the Langelier Saturation Index (LSI) is greater than negative 1 and less than plus 0.8 ($-1 < \text{LSI} < 0.8$)Your water Authority can provide you with details of their regular tests to confirm that water in your area meets the above criteria.
5. Corrosion and Scaling: The Langelier Saturation Index (LSI) will also provide additional useful information regarding corrosive water and scaling. If the LSI is below -1 (where warranty is void), a corrosion resistant heating element must be used. Scaling water deposits calcium carbonate out of the water onto hot metallic surfaces. Where the LSI $> +1.0$, scaling water can result and warranty is void.
6. Where does corrosive water exist? Saxon has experienced corrosive water in a very limited number of geographic locations including those suburbs supplied by Redland Water (Wellington Point, Thornlands, Thorneside, Cleveland, Redland Bay, Point Lookout, Ormiston, Mount Cotton, Alexandra Hills, Victoria Point, Birkdale, Capalaba and Moreton Bay Islands). Other areas where corrosive water has been experienced include Bundaberg, Moore Park, Bargara Yeppoon, and Ingham in Queensland, also Macleay Water - Kempsey (between Telegraph Point & South West Rocks), Nelson Bay (specifically only the suburbs of Nelson Bay, Shoal Bay, and Fingal Bay in the Nelson Bay or Port Stevens area) in NSW. This list of areas that have experienced corrosive water is subject to change as water authorities upgrade equipment and modify water chemistry. Please contact your Shire Council for further information.
7. Notwithstanding the foregoing comment, Peter Sachs Industries Pty Ltd does not imply or infer in any way that the water in the above-mentioned areas does not meet all of the drinking water requirements and is absolutely safe to drink.

In addition to this warranty, the Trade Practises Act 1974 and similar laws in each State and Territory provide the owner under certain circumstances with certain minimum statutory rights in relation to your water heater. This warranty must be read subject to that legislation and nothing in this warranty has the effect of excluding, restricting or modifying these rights.

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Note: every care has been taken to ensure accuracy in preparation of this publication. No liability can be accepted for any consequences which may arise as a result of its publication.