

## Warranty: HSV Range

Model	Warranty Period		Maximum working temperature/pressure
HSV500 HSV800 HSV1000	Vessel	5 years	Maximum working temperature/Pressure within the DHW and Solar coils: 95°C/6Bar
HSV1500 HSV2000	Ancillary items	1 year	Maximum working temperature/Pressure within the Vessel: 95°C/3Bar

### Components Warranty

Our warranty is to provide a replacement component in exchange for the return of the defective component and is subject to an audit upon receipt of the faulty component. Replacement components must be paid for in full prior to dispatch unless we agree otherwise. The warranty does not include any labour costs or carriage of the returned component.

### Thermal Store Warranty

The HSV range of Thermal Stores has a manufacturing defect warranty. This provides coverage to the end user via Lochinvar. If the Thermal Store becomes unserviceable due to a material or workmanship defect, it will be replaced. Damage to the Thermal Store due to deposits or debris from the system water is not a defect in the material or workmanship of the Thermal Store and is therefore not covered by the warranty.

The heat source connected to the HSV must be correctly installed with suitable safety devices fitted to prevent any overpressure on the vessel or coil(s), also any tank fed or mains cold water connection to the stainless steel coil must be protected with suitable safety devices and expansion vessels.

The vessel must be installed by a competent person in accordance with relevant standards and the Installation, Maintenance, and user instructions.

### Warranty Procedures

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order for the required component and obtain a Sales Return Order (SRO) number for the return of the defective component.

### **To process any warranty claim, we require the following information:**

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault

Upon receipt of the defective component, it will be tested and if the component is found to be faulty, a credit will be raised against the relevant invoice.

The warranty period starts from the date of delivery of the original appliance. Warranties are subject to the equipment being installed and maintained in accordance with the relevant Installation Commissioning and Maintenance Instructions and do not cover failures due to deliberate misuse, malicious damage, neglect, unauthorised alterations or repairs, accidental damage or third party damage. The warranty is held by the company/organisation that has placed the purchase order with us and is only valid if the appliance supplied has been paid for in full.

Lochinvar's total liability is limited to the value of the warranted appliance or component and it shall not be responsible for any loss of income, profits (actual or anticipated), and contracts or for any other business related loss, indirect or consequential losses arising in connection with the warranted appliance or component.

We retain the exclusive right to replace the product or offer a refund at our sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

Lochinvar's standard terms and conditions apply to this warranty and in the event of any inconsistency between the two, the wording in this warranty shall prevail.

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