

WARRANTY: HSV Range



Models	Warranty Period		Maximum working temperature/pressure
HSV601/602, HSV801/802, HSV1001/1002, HSV1501/1502, HSV2001/2002	Vessel	2 years	Maximum working temperature/Pressure within the DHW and Solar coils: 95°C/6Bar
	Other components	1 year	Maximum working temperature/Pressure within the Vessel: 95°C/3Bar

General 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. If (after verification and at the sole discretion of Lochinvar Limited) a component or part of the **HSV Thermal store** supplied by Lochinvar Limited proves, within 24 months from the date of delivery of the original appliance to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Limited shall repair or replace this component or part.

Conditions for installation and use

The warranty set out above will apply solely under the following conditions:

- The warranty is subject to the HSV Thermal store being installed, and maintained in accordance with the relevant Installation Commissioning and Maintenance Instructions and does not cover failures due to deliberate misuse, malicious damage, neglect, unauthorised alterations or repairs, accidental damage or third party damage.
- The HSV Thermal store remains installed at the original site of installation.
- Working temperature must be no greater than 95°C, and MWP pressures must not exceed the figures given in the table above.

Exclusions

The warranty set out above will not apply in the event of damage to the HSV Thermal store caused by an external factor such as:

- Damage occurring during transport, lifting or installation.
- Misuse, neglect (including frost damage), modification, incorrect and/or unauthorised use of the HSV Thermal store and any attempt to repair leaks;
- Contaminants or other substances having been allowed to enter the HSV Thermal store
- Unfiltered, recirculated water flowing through the HSV Thermal store
- Any fault arising due to inadequate water quality or insufficient cleansing of the heating system is not covered by the warranty.

Scope of the warranty

The obligations of Lochinvar Limited by virtue of the warranty provided do not extend beyond delivery free of charge from the warehouse of the parts or components of the HSV Thermal store to be replaced; transport (including crane hire), labour, installation and other costs associated with the replacement shall not be borne by Lochinvar Limited.

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Claims

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order with Lochinvar Limited 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
- Proof the unit has been maintained according to the schedule given in the Installation manual
- Brief description of fault
- Return of the faulty component to Lochinvar Limited, Banbury

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 the equipment is supplied by Lochinvar. The warranty is held by the company/organisation that has placed the purchase order with us, is not transferable and is only valid if the appliance supplied has been paid for in full.

Obligations of Lochinvar Limited

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), 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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