

**Lochinvar Ltd**  
8 Lombard Way  
The MXL Centre, Banbury  
Oxon, OX16 4TJ

+44 (0) 1295 269981  
info@lochinvar.ltd.uk  
[www.lochinvar.ltd.uk](http://www.lochinvar.ltd.uk)

Model	Warranty Period	Warranty Conditions
LSP20+ LSP20+H LSP400	Supply Only 10 Year	<ul style="list-style-type: none"><li>Equipment must be installed/operated in line with ICM Instructions</li><li>Full-service history as detailed in ICM Instructions</li><li>Heat transfer fluid (Glycol) must be supplied by Lochinvar Ltd</li></ul>

## 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.

## LSP20+ Flat Plate Collector Warranty

The LSP20+ flat plate collectors have a manufacturing defect warranty. This provides coverage to the end user via Lochinvar. If the collector becomes unserviceable due to a material or workmanship defect it will be replaced. Damage to the collector due to the following, is not a defect in the material or workmanship of the collector and is therefore not covered by the warranty.

- Lack of maintenance to the solar thermal system, resulting in glycol forming deposits in the collector.
- Not installed as per manufacturers and MCS guidelines, along with the relevant British standards.
- Severe damage from foreign objects.
- Cleaning the glass on the collector – this damages the special glazing.

## LSP400 Flat Plate Collector Warranty

The LSP400 flat plate collectors have a manufacturing defect warranty. This provides coverage to the end user via Lochinvar. If the collector becomes unserviceable due to a material or workmanship defect it will be replaced. Damage to the collector due to the following, is not a defect in the material or workmanship of the collector and is therefore not covered by the warranty.

- Lack of maintenance to the solar thermal system, resulting in glycol forming deposits in the collector.
- Not installed as per manufacturers and MCS guidelines, along with the relevant British standards.
- Severe damage from foreign objects.
- Cleaning the glass on the collector – this damages the special glazing.
- Not maintaining the collector vacuum

## 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:**

- **Product model 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 unless the equipment is commissioned by Lochinvar, in which case the warranty period will begin from the completion date of the initial commissioning. 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 equipment supplied has been paid for in full.

Lochinvar's total liability is limited to the value of the warranted product 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 product 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.