

# Warranty Statement

## for LORENTZ PS, PS2, PSk series Solar Water Pumps, Accessories and Water Dispensers

### Definitions

**LORENTZ:** The LORENTZ Company from which the PRODUCT was purchased.

**PRODUCT:** Pump systems, controllers, ECDRIVE drives, motors and pump ends of PS, PSk, PS2 series, associated pump accessories and water dispensers. PV modules are not covered by this warranty statement.

**BUYER:** The original purchaser / consumer of the product

### Limited warranty

LORENTZ warrants to the BUYER that LORENTZ PRODUCT shall be free of defects in material and workmanship for a period of 24 months from date of purchase or 36 months from date of manufacture, whichever comes first.

The PRODUCT is covered by the terms of this warranty statement only if

- the LORENTZ online site record is completed by the BUYER within one month after installation.
- the installation was done in accordance with all requirements of LORENTZ installation/operation manuals.
- they were operated within the conditions specified in manuals and other documentation provided by LORENTZ.
- they are purchased from LORENTZ or LORENTZ accredited channel partners. PRODUCT purchased from unauthorized companies is excluded.

LORENTZ sole obligation shall be to either repair, modify or replace, at its sole discretion, a defective PRODUCT which is received within the applicable warranty period and has been inspected by LORENTZ, an authorized LORENTZ Premier Distribution Partner or Authorized Service Center to confirm the existence of a defect. LORENTZ reserves the right to request the return of a defective PRODUCT for further analysis or to send a LORENTZ employee or LORENTZ appointed expert for inspection of the PRODUCT on the installation site. The BUYER must provide at any time free and unrestricted access to the installation. PRODUCT shipped to LORENTZ for warranty service by the BUYER must be shipped prepaid and with the written agreement to do so from LORENTZ. Any claim application under this warranty statement, issued by the BUYER must be accompanied by a copy of the original invoice and a fully completed LORENTZ Trouble Report Form. Any warranty claim must be sent to LORENTZ not later than one month after detection of the failure. Late reported claims are not covered by this Warranty Statement. If LORENTZ determines that any claimed failure is covered by this warranty statement, then LORENTZ reserves the right to recover costs for any repair or replacement effort from the BUYER.

LORENTZ will not be liable for any incidental or consequential damages, losses or expenses arising from installation, use or any other cause, costs of removal, reinstallation or transportation or any other charges which may arise in connection with a warranty claim.

This Warranty Statement excludes damage or wear to PRODUCT caused by abnormal operating conditions, misapplication of PRODUCT, incorrect maintenance, accident, acts of God, force majeure, force of nature, abuse, misuse, unauthorized alteration or repair, inappropriate handling/storage or incorrect installation not in accordance with LORENTZ installation and operating manuals.

The PRODUCT is designed for potable water applications. High sand, salt or mineral content can result in a shortened life for any parts in contact with liquid. In this case the Warranty Statement is not applicable, if in doubt the buyer shall refer to LORENTZ installation/operation manuals for further information on suitable water conditions and/or send a water analysis report to LORENTZ for verification prior to purchase.

PRODUCTs that handle corrosive, abrasive and/or chemically active liquids are excluded from this Warranty Statement. Any products which are customized or modified in any way by LORENTZ or an Approved Partner for a specific customer or are not released for general availability are excluded from this Warranty Statement unless specifically agreed and confirmed in writing by LORENTZ prior to purchase of the PRODUCT.

LORENTZ will not be liable for any damages that may arise through PRODUCT failure. There are no express or implied warranties beyond those warranties described or referred to above. LORENTZ shall have no responsibility or liability whatsoever for damages or injury to persons or property. In any case LORENTZ aggregate liability shall not exceed the value of the PRODUCT purchase value which is subject of the warranty claim or dispute.

This Warranty statement is valid from 1<sup>st</sup> August 2020 and replaces all previous warranty documentation which relates to the same PRODUCT from LORENTZ. It shall apply for all PRODUCT sold and shipped to BUYER from this date onwards. It remains valid until a new edition is issued and published.

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## Warranty Statement

Additional warranty information for customers in Australia :

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please contact 1300 552 040 or [warranty@reaqua.com.au](mailto:warranty@reaqua.com.au) to raise a claim on Lorentz PRODUCT in Australia. An RMA form will be provided by Reaqua if needed.

When a replaceable component fails under warranty e.g. electrical component, this individual component will be replaced under warranty, as opposed to replacing the entire controller.

Upon receipt of a completed RMA form, Reaqua will notify the customer if they are required to send the failed component to Reaqua warehouse (contact and address as in below) for inspection/testing or retain it at their dealership premises for inspection by a ReAqua representative.

Any PRODUCT requested to be returned to ReAqua for inspection, must be returned within 30 days with the original invoice.

Freight on the return of failed warranty PRODUCT is at the customer's expense. Freight on supplied replacement PRODUCT will be at the expense of ReAqua.

Warranty replacements for customer's on credit hold will not be shipped until the outstanding account is paid.

A copy of the completed RMA form and original invoice must be with any item returned to ReAqua. Any PRODUCT returned to ReAqua warehouse without the required documentation, will be stored and no action will be taken until ReAqua receive the required documentation.

PRODUCT returned without the required documentation, will only be stored for up to a maximum of 30 days before being disposed of and deemed non-warrantable.

LORENTZ will not be liable for any damage, loss or expenses arising from factors that are outside of its control, including: third party products that LORENTZ does not supply; a failure to correctly install products in line with installation instructions, recommended guidelines or advice that LORENTZ or its agents provide; or where LORENTZ or its agents have relied on erroneous information supplied by the BUYER.

LORENTZ may from time recommend third party products for use with the PRODUCTS. LORENTZ disclaims any and all liability, including any express or implied warranties, whether oral or written, for such third-party products. The BUYER acknowledges that no representation has been made by LORENTZ as to the fitness of the third-party products for the BUYER's intended purpose.

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