

# WARRANTY STATEMENTS

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SOLAR THERMAL EQUIPMENT

**STIEBEL ELTRON**  
Simply the Best

# SBB 300, 400 S & SBB 300, 400, 600 PLUS

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## WARRANTY

Stiebel Eltron warrants to the original owner that the SBB S or SBB Plus storage tank for solar hot water systems will be free from defects in workmanship and materials for a period of ten (10) years from the date of purchase. Should the part(s) prove to be defective under normal use during this period, Stiebel Eltron, Inc. will be responsible for replacement of the defective part(s) only. Stiebel Eltron, Inc. will not be liable for any costs of removal, reinstallation, or any other labor charges that may arise in connection with a warranty claim or any incidental or consequential expenses.

This warranty does not apply:

1. To conditions resulting from a failed component or part that is not part of the solar storage tank.
2. To freeze damage.
3. To conditions resulting from misuse, abuse, neglect, accident, or alteration.
4. To conditions resulting from the introduction of harmful chemicals, caustic fluids, or liquids deleterious to steel tubing, including improperly applied or maintained heat transfer fluids.
5. To excessive pressure.
6. To conditions resulting from floods, earthquakes, winds, fire, lightning, or circumstances beyond the manufacturer's control.
7. To installation methods which do not conform to relevant national, state or local codes and ordinances, good industry practices or applicable manuals, diagrams, technical bulletins or written installation instructions; and, to applications other than medium temperature.
8. To installations in which the heat exchangers are installed in an open loop.

To obtain service under this warranty, the owner must first secure written authorization from Stiebel Eltron, Inc. The owner shall be required to show proof of purchase date.

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# SOL 27 PREMIUM S and W

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## WARRANTY

Stiebel Eltron warrants to the original owner that the SOL 27 Premium S or W collector for solar hot water systems will be free from defects in workmanship and materials for a period of ten (10) years from the date of purchase. Should the part(s) prove to be defective under normal use during this period, Stiebel Eltron, Inc. will be responsible for replacement of the defective part(s) only. Stiebel Eltron, Inc. will not be liable for any costs of removal, reinstallation, or any other labor charges that may arise in connection with a warranty claim or any incidental or consequential expenses.

This warranty does not apply:

1. To conditions resulting from a failed component or part that is not part of the solar collector or absorber plate.
2. To freeze damage.
3. To conditions resulting from misuse, abuse, neglect, accident, or alteration.
4. To conditions resulting from the introduction of harmful chemicals, caustic fluids, or liquids deleterious to copper tubing, including improperly applied or maintained heat transfer fluids.
5. To excessive pressure.
6. To conditions resulting from floods, earthquakes, winds, fire, lightning, or circumstances beyond the manufacturer's control.
7. To installation methods which do not conform to relevant national, state or local codes and ordinances, good industry practices or applicable manuals, diagrams, technical bulletins or written installation instructions; and, to applications other than medium temperature.
8. To glass breakage.

To obtain service under this warranty, the owner must first secure written authorization from Stiebel Eltron, Inc. The owner shall be required to show proof of purchase date.

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# SOM CONTROLLERS, ALL MODELS

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## WARRANTY

Stiebel Eltron warrants to the original owner that the SOM controller for solar hot water systems will be free from defects in workmanship and materials for a period of two (2) years from the date of purchase. Should the part(s) prove to be defective under normal use during this period, Stiebel Eltron, Inc. will be responsible for replacement of the defective part(s) only. Stiebel Eltron, Inc. will not be liable for any costs of removal, reinstallation, or any other labor that may arise in connection with a warranty claim or any incidental or consequential expenses.

This warranty does not apply:

1. To conditions resulting from a failed component or part that is not part of the SOM controller.
2. To lightning damage.
3. To conditions resulting from misuse, abuse, neglect, accident, or alteration.
4. To water damage.
5. To conditions resulting from floods, earthquakes, winds, fire, or circumstances beyond the manufacturer's control.
6. To installation methods which do not conform to relevant national, state or local codes and ordinances, good industry practices or applicable manuals, diagrams, technical bulletins or written installation instructions.

To obtain service under this warranty, the owner must first secure written authorization from Stiebel Eltron, Inc. The owner shall be required to show proof of purchase date.

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# FLOWSTAR, FLOWCON FA, AND FLOWCON MAX PUMPING STATIONS

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## WARRANTY

Stiebel Eltron warrants to the original owner that the Flowstar, Flowcon FA, and Flowcon Max pumping stations will be free from defects in workmanship and materials for a period of two (2) years from the date of purchase. Should the part(s) prove to be defective under normal use during this period, Stiebel Eltron, Inc. will be responsible for replacement of the defective part(s) only. Stiebel Eltron, Inc. will not be liable for any costs of transportation, removal, reinstallation, or any other labor that may arise in connection with a warranty claim or any incidental or consequential expenses.

This warranty does not apply:

1. To conditions resulting from a failed component or part that is not part of the pumping station.
2. To freeze damage.
3. To conditions resulting from misuse, abuse, neglect, accident, or alteration.
4. To conditions resulting from the introduction of harmful chemicals, caustic fluids, or liquids deleterious to copper tubing, including improperly applied or maintained heat transfer fluids.
5. To propylene glycol pH levels above 10 or below 8.
6. To excessive pressure.
7. To conditions resulting from floods, earthquakes, winds, fire, lightning, or circumstances beyond the manufacturer's control.
8. To installation methods which do not conform to relevant national, state or local codes and ordinances, good industry practices or applicable manuals, diagrams, technical bulletins or written installation instructions; and, to applications other than medium temperature..

To obtain service under this warranty, the owner must first secure written authorization from Stiebel Eltron, Inc. The owner shall be required to show proof of purchase date.

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# SOL 25 PLUS

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## WARRANTY

Stiebel Eltron warrants to the original owner that the SOL 25 Plus collector for solar hot water systems will be free from defects in workmanship and materials for a period of ten (10) years from the date of purchase. Should the part(s) prove to be defective under normal use during this period, Stiebel Eltron, Inc. will be responsible for replacement of the defective part(s) only. Stiebel Eltron, Inc. will not be liable for any costs of removal, reinstallation, or any other labor charges that may arise in connection with a warranty claim or any incidental or consequential expenses.

This warranty does not apply:

1. To conditions resulting from a failed component or part that is not part of the solar collector or absorber plate.
2. To freeze damage.
3. To conditions resulting from misuse, abuse, neglect, accident, or alteration.
4. To conditions resulting from the introduction of harmful chemicals, caustic fluids, or liquids deleterious to copper tubing, including improperly applied or maintained heat transfer fluids.
5. To excessive pressure.
6. To conditions resulting from floods, earthquakes, winds, fire, lightning, or circumstances beyond the manufacturer's control.
7. To installation methods which do not conform to relevant national, state or local codes and ordinances, good industry practices or applicable manuals, diagrams, technical bulletins or written installation instructions; and, to applications other than medium temperature.
8. To glass breakage.

To obtain service under this warranty, the owner must first secure written authorization from Stiebel Eltron, Inc. The owner shall be required to show proof of purchase date.

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