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down to earth!



## Solar Direct Vortex Warranty Return Procedure

Step #1. The customer calls Solar Direct (SD) warranty processing department (WPD) **PH# 941-359-8228 Ext 100** or emails [vortexwarranty@solardirect.com](mailto:vortexwarranty@solardirect.com) to report a defective panel qualified under the terms and condition of the Vortex warranty coverage.

Step #2. SD's WPD then emails, faxes, or mails a warranty request form (WRF) package to the customer. This will include instructions on how to remove and replace the solar panel(s), remove the new panel(s) from the box, cut the four corners off of each of the defective panel(s) and ship the defective corners back to Solar Direct

Step #3. At this point the customer is required to fill out the Vortex warranty request form and send it back to Solar Direct via email, fax or mail with photos of the defective panel(s) displaying the leak(s) in the panel(s) in order for Solar Direct to approve there warranty claim. Upon Solar Directs request the customer may be required to send a copy of there installation contract, original SD invoice and or a copy of the contractors invoice to assist in verifying the warranty claim. The customer must complete all the requested information on the WRF, failure to do so can dramatically increase the warranty processing time of the claim and may result in denial of claim. Some of the information required on the WRF is as follows:

- a) The date the warranty claim is being requested
- b) The date the customer received the original order and/or the day the solar pool heating kit was installed.
- c) A "ship to address" so we know where to send the warranty replacement(s).
- d) Credit Card info.

Step #4. When Solar Direct receives the completed WRF Solar Directs WPD begins the process of reviewing, approving, scheduling and finally shipping the replacement panel(s) to the "ship to address" provided. This process typically takes 7-14 business days (Note: 20-30 Business days during SD's spring and fall solar pool heating busy seasons). Once the replacement panel(s) has been shipped to the customer SD's accounting department is instructed to charge the customers credit card provide to SD on the WRF the total cost of shipping the warranty replacement panel(s) plus an additional \$10 warranty handling fee for each defective panel claiming warranty. An invoice will also be sent to the customer outlining these charges after the replacement panel(s) has left SD's warehouse.

Step #5. Upon receipt of the replacement panel(s) the customer then has 30 days to send the 4 corners of each defective panel(s) back to SD to avoid any charges on there credit card for the full cost of the replacement panel(s) shipped.

Note: Solar Direct has a 30 day warranty return policy in place to prevent customers from claiming a fraudulent warranty claim by claiming they have a defective panel(s) but in reality the panel(s) claiming to be defective has no apparent defect. Any customers caught filing fraudulent claims under the terms and conditions of the Vortex warranty coverage will automatically void any existing Vortex warranties they have with Solar Direct and the full cost of the replacement panel(s) shipped will be charged to the credit card number provided to SD on the WRF.

# Pool Heating Distributors

*“The PhD’s of Pool Heating”*

A Division of Solar Direct

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## INSTRUCTIONS FOR REPLACEMENT AND RETURN OF SOLAR PANEL

**Read complete instruction sheet before beginning.**

1. Unpack the panel. **WARNING:** This box contains solar panels rolled up under tension. When removing, place box on side and remove one panel at a time. Use caution when removing, the panel may attempt to spring open into an un-rolled position and could cause injury if you or any item is struck by the panel. Two people should carefully cut the banding and unwind panel to release tension.

Once the panel is removed from box, it will likely remain in a slightly rolled position. To return the panel to a flat shape, place the panel in full sunlight. Begin to unroll panel and use a heavy weight (without sharp edges) in several spots to hold the panel flat or mostly flat. As the sun heats up the panel, its memory will return to a flat configuration. This process typically takes 30 to 60 minutes depending on how long the panel was boxed and the intensity of the sun. Exercise the warning above when unrolling the panel, until it has completely returned to a flat position. Carefully remove weights.

**NOTE:** The panels are assembled in four 1-foot strips, which are connected together with a tack weld. This is to hold the individual panels in place during shipping and handling until they are placed on the roof. In some cases, the tack weld will break apart during rolling, shipping or un-rolling of the panel. This is normal and does not in any way affect the integrity or performance of the panel.

2. Turn the pool pump off. Remove the hose clamps on the rubber couplings on each of the four corners of the defective panel, including the clamp holding the panel to the roof. Loosen the straps at the end of the row and remove the straps from the clips back to and including the defective panel. Lift one side of the panel up until the header pulls out of the rubber couplings. Pull the panel out of the other two rubber couplings on the opposite panel. Remove from roof.
3. Reverse step #2 to install the new panel. Be careful when moving the panel not to strike any sharp objects. After replacing the panel, tighten all clamps being careful not to over-tighten and strip.
4. Re-start the system and check for leaks. The hose clamps may need re-tightened after the system has filled and/or re-started several times.

**Instructions for Defective Panel Returns:** Unpack the new panel and change out defective panel from your solar pool heating system. Once your defective panel is removed from your system take a pair of PVC pipe cutters or a hacksaw and remove each of the end pieces off of each corner of the panel. We prefer you to cut at an angle to include some of the panel (if you cannot then just cut the 4 end corner pieces). Once cut place the end pieces in a small box and send to **Solar Direct 6935 15th St E, Ste 120 • Sarasota FL 34243. Please make sure that your name and return address are visible on the outside of the package. If sending from another location and your name cannot be affixed to the return address then you may write your name on the outside of the box or simply write your name on a slip of paper thusly; “Attn warranty returns, Your Name”.**

As per the Vortex Warranty Policy, the customer will be provided a replacement panel(s) at no charge. **Solar Direct requires the customer to fill out a Vortex warranty request form and send it back to Solar Direct via email, fax or mail with photos of the leaking panel(s) claiming warranty.** As a courtesy, we ship the replacement panel in advance, and it is the customer’s responsibility to return the four corners of each defective panel within 30 days of receiving the replacement panel(s). Please note Solar Direct no longer offers free pickup service for warranty panel(s) corners returns. The customer must return the four corners of each defective panel(s) per these instructions, postage prepaid by the customer. No COD’s will be accepted. .

**Acceptance by the customer of the Replacement Panel constitutes authorization to charge the customers credit card on file in the event the defective panel corners are not returned within 30 days of receiving the replacement panel(s). Any panel(s) received after 30 days will be issued as a credit against your account.**

**NOTE:** If you would like to keep your Solar Pool Heater in operation while waiting on a warranty replacement panel you can take the panel off your roof and replace it with 2 sticks of 51”x1 ½” schedule 40 PVC pipe. Slide each pipe into the rubber couplings and tighten down the hose clamps to keep the pipe secure.

# Vortex™ Solar Collector TEN YEAR WARRANTY

Pool Heating Distributors (PHD) warrants to the owner the Vortex™ swimming pool solar collectors manufactured by it to be free from defects in material and workmanship, subject to the following conditions and exclusions:

## 1. Term of Warranty

- a) If any solar collector should be found to be defective due to faulty material, workmanship or freeze damage<sup>1</sup>, PHD will replace such collectors for a period of ten (10) years from the date of installation. The sole obligation of PHD under this warranty is expressly limited to replacement of defective collector.
- c) This warranty applies to the original Purchaser.

## 2. No Warranty of Performance

- a) PHD makes no warranty as to the performance of its solar collectors or system as to any particular temperature or level to which the water will be heated.
- b) Performance depends upon the amount and intensity of sunlight and other variable factors which are impossible to predict and which cannot be controlled.

## 3. Exclusions - The warranty does not apply to the following conditions or circumstances:

- a) To conditions resulting from failure to provide reasonable and necessary maintenance.
- b) To conditions resulting from repair or alteration by anyone other than PHD or a person duly authorized by PHD to do such repair or alteration.

## 5. Miscellaneous Provisions

- a) The disclaimer and warranty agreement is expressed in lieu of any and all representations and warranties expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose whether arising from statute, common law, custom or otherwise. The remedies set forth in this disclaimer and warranty agreement shall be the exclusive remedies available to any person. No person has any authority to bind PHD to any representation or warranty other than this disclaimer and warranty agreement. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.
- b) PHD shall not be liable for any direct, consequential or special damages resulting from the use of these products or caused by any defect, failure or malfunction of the product whether a claim for such damage is based upon warranty, contract, negligence or otherwise. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- c) Reduced Statute of Limitations: The period of limitations for any cause of action arising out of, based upon, or relating to defects in the product purchased hereunder, is hereby reduced to and shall be for a period of one (1) year after such cause of action occurs.
- d) Other Rights: This warranty gives the Purchaser specific legal rights, however, the Purchaser may have other rights which vary from state to state.
- e) This warranty constitutes a final written expression of all terms of warranty agreement and is a complete and exclusive statement of those terms.
- f) Effective June 27, 2002. Supersedes all previous warranties.

<sup>1</sup> Freeze Damage inclusion only for installations between Latitudes 31N & 31S; installations outside this area must be drained or otherwise protected against freezing conditions and are not covered for freeze damage by this warranty.

- c) To conditions resulting from misuse, neglect or accident, or which results from acts of God except as otherwise explicitly covered by such warranty.
- d) To conditions not involving defects in material or workmanship except as otherwise explicitly covered by such warranty.

## 4. Warranty Service

- a) In the event a problem should arise with a product covered by this warranty, the Purchaser should notify PHD's authorized Dealer located in his area or call our main office in Bradenton Florida.
- b) The buyer must provide proof of purchase by sending in the warranty registration card or copy of original contract.
- c) After receiving such notification, the defective collector must be inspected by an Authorized Dealer and/or returned to the PHD for verification of warranty coverage, at which time PHD will authorize and ship a replacement collector. The Authorized Dealer may, at its option, replace the defective collector out of stock and then forward the defective collector for verification and replacement or credit.

Vortex™ is a registered trademark of  
**Pool Heating Distributors**

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