

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.