

- WARRANTY DOCUMENT -
Vacustream Electrical



Xstream Solar Hot Water Cylinders (Pty) Ltd
(Reg: 2003 / 020396 / 07)



HEAD OFFICE
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SERIAL NUMBER PREFIX: 2C

SERIAL NUMBER:

CONGRATULATIONS

You are now the proud owner of an Xstream Corrosion Free Hot Water Cylinder (HWC).

WARRANTY – Vacustream™ and Supplystream Tank

A SEVEN (7) YEAR WARRANTY COVERS ALL VACUSTREAM™ WATER HEATERS, SUBJECT TO NORMAL AND CORRECT INSTALLATION AND USAGE. (**It is a time reducing warranty). THE WARRANTY IS AGAINST FAULTY MATERIALS AND/OR WORKMANSHIP IN MANUFACTURE AND IS APPLICABLE FROM THE DATE OF INVOICE, ALTERNATIVELY THE DATE OF DISPATCH WILL BE USED.

This warranty covers parts only, and labour will be charged out at rates applicable at the time. Xstream Solar Hot Water Cylinders (Pty) Ltd's obligations are specifically limited to the foregoing and this warranty expressly covers the Xstream range of water heaters only and does not cover any other parts of the installation which may, as a consequence of the failure or defect of Xstream water heaters, become damaged in any way whatsoever and in no circumstances shall Xstream be held liable for any direct or indirect or consequential loss suffered by the customer or any other party.

This warranty is the only warranty which is given and is expressly in lieu of all other warranties, expressed or implied in law, including any implied warranty of merchantability or fitness for a particular purpose. No amendments or additions to this warranty shall be binding on Xstream Solar Hot Water Cylinders (Pty) Ltd unless recorded in writing and signed by a duly authorised officer of the company.

This warranty shall be vitiated and rendered of no force and effect if any repairs or any work is undertaken by the customer or others on his behalf in an attempt to remedy an alleged fault unless authorised in writing by the manufacturer.

Float valve

The float valve carries no warranty.

Vacuum tubes

A separate warranty is attached (Sunscan).

****the extent of the cover provided by this warranty, is reduced monthly, on the anniversary of the date of purchase, by an amount proportionate to the period of the warranty, e.g. purchase price R1 000.00, cover reduced in month 14 being (84-14)/84 x 1 000 = R833 etc.**

Xstream Solar HWC (Pty) Ltd may decide either to pay the balance of the warranty out in cash or to have the cylinder repaired or replaced, in which case the warranty will not start afresh as the warranty period will still be calculated from the original installation regardless how many repairs or replacements have been carried out.

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INSTALLER AND OWNER

All installers should follow the installation instructions carefully. The owners should check the final installation according to the instructions. Installers and owners should familiarize themselves with the contents of this Warranty. If there are any queries, please contact the factory. SANS 10254 installation code is accepted as standard to all installations. Any potential disputes will be addressed in terms of SANS 10254 installation code.

1. Before connecting the piping, the cold water supply line must be flushed clean.
2. All the fittings on an Xstream HWC are factory tested under normal working conditions. Do not remove these fittings, as this will render the warranty null and void.
3. **Ensure that electricity is only connected once the cylinder has been filled with water.**
4. All piping and brackets must be securely fixed.
5. Please refer to the installation guide included. If in doubt please contact our factory.
6. An isolator with at least 3mm contact separation must be incorporated in the fixed wiring.

ELECTRICIAN

1. All electrical installations must comply with the SABS Code for the wiring of premises and should be tested by the local electrical authority on completion.
2. All electrical terminals are plug-in and factory tested. It is nevertheless suggested that all terminals be rechecked.
3. The thermostat must be removed to facilitate the connection of the terminal, which is located in the centre of the element boss. Please handle the thermostat with care.
4. This HWC is fitted with a submerged element and a thermostat, which cannot operate in free air and, if commissioned without water, will not be covered by our warranty.
5. In the event of having to replace the thermostat, the same type of thermostat must be used.
6. This HWC **must be filled with water** before the electricity is switched on to the element, even for testing purposes.

MAINTENANCE INSTRUCTIONS

The Xstream Vacustream™ HWC requires basically no maintenance. The float valve may be serviced from time to time by removing any dirt that might have formed in the float operating system.

ELEMENT REPLACEMENT

1. Switch electricity off.
2. Close cold water supply cock.
3. Drain water from HWC.
4. Disconnect supply wires at thermostat.
5. Remove thermostat.
6. Remove earth connection on element.
7. Unscrew element nut with an element spanner, remove and replace element.
8. Reverse procedure for recommissioning.

THERMOSTAT REPLACEMENT

1. Switch off electricity.
2. Disconnect supply wires to thermostat.
3. Remove the thermostat by pulling it out of the element pocket.
4. Push new thermostat into the pocket and ensure that the lugs are properly aligned. Push in the thermostat fully.
5. Set thermostat on 50°C.

All service calls and correspondence are to be addressed to:

THE SERVICE MANAGER: The Service Department
Xstream Solar Hot Water Cylinders (Pty) Ltd
PO BOX 3132
Paarl
7620
Telephone: 021 872 0900
Facsimile: 021 872 8604
E-mail: info@xstream.co.za
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Distillery Road
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WARRANTY MANUAL

Refer to installation manual for installation procedure