



**INFORMATION, INSTRUCTION  
AND  
FIVE YEAR WARRANTY  
DOCUMENT**

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Paarl  
7646

PO Box 3132  
Paarl  
7620

Serial Number: \_\_\_\_\_ Date of manufacture: \_\_\_\_\_

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

We have taken great care in manufacturing our product and appreciate your support. We believe our product will give you good service, justifying your trust in our product and Company.

Please contact us should you want to share your experience in buying or installing the product, good or bad. That way we can improve our service to our customers.

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<https://www.facebook.com/xstream.geysers>



+27 71 486 1595

### 1. DOCUMENT

This is your **information, instruction and warranty document** all in one for ease of future reference. Please familiarise yourself with the contents as the information contained herein will assist in realising your expectations of our product and service.

We suggest you store it in an easy to reach place, e.g. the inside of your electric distribution board, as a visible reminder to read through it from time to time.

The Xstream BULKSTREAM<sup>®</sup> range can only be installed in a vertical position and is suitable for in- or outdoor installations.

### 2. INSTALLATION Warranty conditions will be highlighted as shown.

Please ensure that:

- The tank is placed on a flat surface, preferably on a rubber mat or equivalent insulating material, not allowing any overhang of the tank when placed;
- There is sufficient space around the tank to do maintenance work – replacing elements etc.; and
- There is sufficient head room in order to remove the lid and to enter the tank from above, should it be necessary;

### 3. WARRANTY

Please note that Xstream Solar HWC (Pty) Ltd (“Xstream”) is not the installer, nor does Xstream warrant the correct installation – that is the sole responsibility of the Installer.

#### 3.1. What our warranty covers

A FIVE (5) YEAR WARRANTY COVERS ALL BULKSTREAM® WATER STORAGE TANKS, 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 Cylinder (Pty) Ltd unless recorded in writing and signed by a duly authorized 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 authorized in writing by the manufacturer.

Only the tank and the construction thereof form part of this warranty. Any modifications to the tank are as such specifically excluded from this warranty.

\*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 (60-14):  $\frac{44}{60} \times 1\ 000 = R\ 733$  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.

**4. Please contact our Service Desk on +27 21 872 0900, info@xstream.co.za if any further assistance is required or you need to log a fault on your Xstream tank.**

**5. SERVICE RECORD:**

Date	Service provider	Action
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**THIS WARRANTY IS VALID WITHIN THE BORDERS OF SOUTH AFRICA.**

