

Warranty Statement

for LORENTZ PS, PS2, PSk and PSk2 series Solar Water Pumps, Accessories and Water Dispensers

Definitions

LORENTZ: The LORENTZ Company from which the PRODUCT was purchased.

PRODUCT: Pump systems, controllers, ECDRIVE drives, motors and pump ends of PS, PSk, PS2 and PSk2 series, associated pump accessories and water dispensers. PV modules are not covered by this warranty statement.

BUYER: The original purchaser / consumer of the product

Limited warranty

LORENTZ warrants to the BUYER that LORENTZ PRODUCT shall be free of defects in material and workmanship for a period of 24 months from date of installation or 36 months from date of manufacture, whichever comes first.

The LORENTZ installation report template or online site record must be completed by the BUYER and must be sent to LORENTZ not later than one month after installation. The installation must be in accordance with all requirements of LORENTZ installation/operation manuals and PRODUCT must be operated within the conditions specified in manuals and other documentation provided by LORENTZ.

PRODUCT is covered by the terms of this warranty statement only if it is purchased from LORENTZ or LORENTZ accredited channel partners. PRODUCT purchased over the internet and/or from unauthorized companies is excluded.

LORENTZ sole obligation shall be to either repair, modify or replace, at its sole discretion, a defective PRODUCT which is received within the applicable warranty period and has been inspected by LORENTZ, an authorized LORENTZ Premier Distribution Partner or Authorized Service Center to confirm the existence of a defect. LORENTZ reserves the right to return defect PRODUCT for further analysis or send a LORENTZ employee or LORENTZ appointed expert for site inspection. The BUYER must provide at any time free and unrestricted access to the installation. PRODUCT shipped to LORENTZ for warranty service by the BUYER must be shipped prepaid and with LORENTZ Return Application. Any claim application under this warranty statement, issued by the BUYER must be accompanied by a copy of the original invoice and a fully completed LORENTZ Trouble Report Form. Any warranty claim must be sent to LORENTZ not later than one month after detection of the failure. Late reported claims are not covered by this Warranty Statement. If LORENTZ determines that any claimed failure is covered by this warranty statement, then LORENTZ reserves the right to recover costs for any repair or replacement effort from the BUYER.

LORENTZ will not be liable for any incidental or consequential damages, losses or expenses arising from installation, use or any other cause, costs of removal, reinstallation or transportation or any other charges which may arise in connection with a warranty claim.

This Warranty Statement excludes damage or wear to PRODUCT caused by abnormal operating conditions, misapplication of PRODUCT, incorrect maintenance, accident, acts of God, force majeure, force of nature, abuse, misuse, unauthorized alteration or repair, inappropriate handling/storage or incorrect installation not in accordance with LORENTZ installation and operating manuals.

The PRODUCT is designed for potable water applications. High sand, salt or mineral content can result in a shortened life for any parts in contact with liquid. In this case the Warranty Statement is not applicable, if in doubt the buyer shall refer to LORENTZ installation/operation manuals for further information on suitable water conditions and/or send a water analysis report to LORENTZ for verification prior to purchase.

PRODUCTs that handle corrosive, abrasive and/or chemically active liquids are excluded from this Warranty Statement. Any products which are customized or modified in any way by LORENTZ or an Approved Partner for a specific customer or are not released for general availability are excluded from this Warranty Statement unless specifically agreed and confirmed in writing by LORENTZ prior to purchase of the PRODUCT.

LORENTZ will not be liable for any damages that may arise through PRODUCT failure. There are no express or implied warranties beyond those warranties described or referred to above. LORENTZ shall have no responsibility or liability whatsoever for damages or injury to persons or property. In any case LORENTZ aggregate liability shall not exceed the value of the PRODUCT purchase value which is subject of the warranty claim or dispute.

This Warranty statement is valid from January 1st, 2019 and replaces all previous warranty documentation which relates to the same PRODUCT from LORENTZ. It shall apply for all PRODUCT sold and shipped to BUYER from this date onwards. It remains valid until a new edition is issued and published.

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