

solus

Contemporary design, formed in concrete.

WATER FEATURES

Limited Product Warranty



Limited Warranty Conditions

These conditions outline the scope of Solus' warranty obligations. Solus products must be installed and maintained in accordance with the Solus installation and maintenance procedures using Solus genuine parts. All installations must comply with local building, and safety regulations, codes of practice and industry standards and legislation.

Solus pump has a two-year replacement warranty as does the Solus vessel. One can expect that the components of a Solus water feature, including the vessel, dome or scupper, will age and patina depending on many variables. Variables such as climatic conditions, type of water (hard, soft, etc.) and interaction with other environmental factors will have an effect "weathering or patina" of the water feature.

- I. Warranty obligations are non-transferable and are only extended to the original purchaser and original place of installation. Please retain your dated sales receipt as a proof of purchase
- II. Solus shall not be liable for any consequential or economic loss arising from any defects affecting the product or from any delay in repairing or replacing the product
- III. In no event shall Solus be liable for consequential loss or damage for breach of these warranty conditions
- IV. Solus standard warranty applies to domestic and commercial installations
- V. The purchaser is responsible for annual maintenance according to the "Solus Care and Maintenance" procedures. Failure to comply with these conditions will void these warranty terms
- VI. Solus reserves the right to provide either replacement parts, or replacement products, at their sole discretion, in order to satisfy claims made under this warranty document



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1. Parts Only Limited Warranty

Warranties are limited to the original purchaser for defects in material and workmanship for two (2) years. Solus Decor will, at its election, repair or replace the product where Solus inspection discloses any such defect occurring with normal usage within two (2) years of purchase. Solus will replace all warranted parts free of charge. Client is responsible for any costs associated with installation labour or disposal of replaced products or components.

Solus is unable to provide onsite repair, visits or service.

The purchaser, prior to installation, should inspect the products and report any deficiencies immediately. The Product Registration Form must be completed in full and returned to Solus within 30 days of installation or completed online at: www.solusdecor.com/warranty (NA) or www.solusdecor.co.uk/warranty (UK).

This warranty does not cover damage to products caused by inappropriate or improper installation, unauthorized modifications to the pump, vessel, parts, accident, misuse, abuse or improper maintenance; nor coloration and surface texture changes due to exposure to the elements. Please refer to our Terms of Business for more details about natural product characteristics that would not be considered under a warranty claim.

DOMES & SCUPPERS: Brass and Stainless Steel will patina and generally lose some of the initial lustre – especially if the water in your area has high mineral content. We recommend using demineralized or rainwater. Brass by its very nature will “dull out” over time and oxidize forming natural-looking patches or spots of browns, greens & blues. The domes (both stainless steel and brass) are “spun” and therefore will have small “scratches” and imperfections. These are expected and normal. When the water is flowing over the dome these imperfections will not be evident. Small scratches and imperfections are not warrantable items.

1.1 General Exclusions

1. Damage in transit that is not reported to Solus within 48 hours of delivery

2. Installations performed by an unapproved person or organization
3. Products and installations that have not been registered with Solus
4. Non-compliance to the Solus installation, care or maintenance procedures
5. Diagnostic, fault finding, removal and reinstallation costs
6. Misapplication, misuse, accidental or wilful damage
7. Unauthorized modifications, alterations, tampering or repairs
8. Unauthorized removal of components prior to reporting defective operation
9. Damage caused by natural weathering or abnormally corrosive environments including sea salt corrosion, acidity and alkali attacks and insects (surface staining corrosion can be delayed or prevented with appropriate care and attention, including the use of a Solus All-Weather Cover where applicable. Recommendations can be found on the Solus web page under the care section)
10. Element damage caused by fire, wind or flooding
11. Improper lifting or handling of the water feature (example lifting the vessel by the scupper)

1.2 Concrete Vessels

Exclusions also include the following Product Characteristics as outlined in our Terms of Business (please check there for further detail)

1. Surface air voids, spider web-like cracks, hairline cracks less than 1/16", veining or minor dimples that will not affect the quality and performance of the fire pit.
2. Slight colouring variations from any samples received
3. Natural patina
4. Stains from wet leaves, bird droppings, etc.
5. Failure to drain water features during winter as per Care and Maintenance Guide

2. How to make a Warranty Claim

If you believe your product has a defect, please notify Solus before taking any action. Your product installation must be registered either by hard copy or on our web page. In addition, you must be the original purchaser and be able to provide proof of purchase when you make a claim.

Warranty provisions are covered in Section 1 together with exceptions. If in doubt, please contact a member of our team who will offer you support and advice.

If you wish to make a warranty claim for any faulty or defective part or workmanship, you must inform Solus and forward images of the part within a reasonable amount of time. Usually this



is within 14 days from the date on which the fault or defect first became apparent. If the notification is received after 14 days, Solus cannot accept any liability for events or issues which arise after this extended period.

2.1 Warranty Claims North America:

To submit a warranty claim, contact our office at 1-877-255-3146 or via email to: support@solusdecor.com

2.2 Warranty Claims through UK office:

To submit a warranty claim for a product purchased through our UK office, please call 0208 819 1495 or email: info@solusdecor.co.uk

3. Product Registration

To view the most recent version of our warranty conditions and to register your product go to: www.solusdecor.com/warranty (NA) or www.solusdecor.co.uk/warranty (UK)

Alternatively, you can fill in the hard copy registration form included in the warranty package included in your crate and mail it back to us at the following addresses.

3.1 Product Registration Mailing Addresses

Serving USA, Canada, Mexico, Asia, Australia, South America and the Caribbean

Solus Decor Inc.

1745 West 4th Ave.
Vancouver, BC V6J 1M2
CANADA

Serving Great Britain, France, Italy, Germany, Spain and all the other countries of Europe, the Middle East and Africa

Solus Decor UK Ltd.

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Horsley Road
Cobham, Surrey, England
KT11 3JX