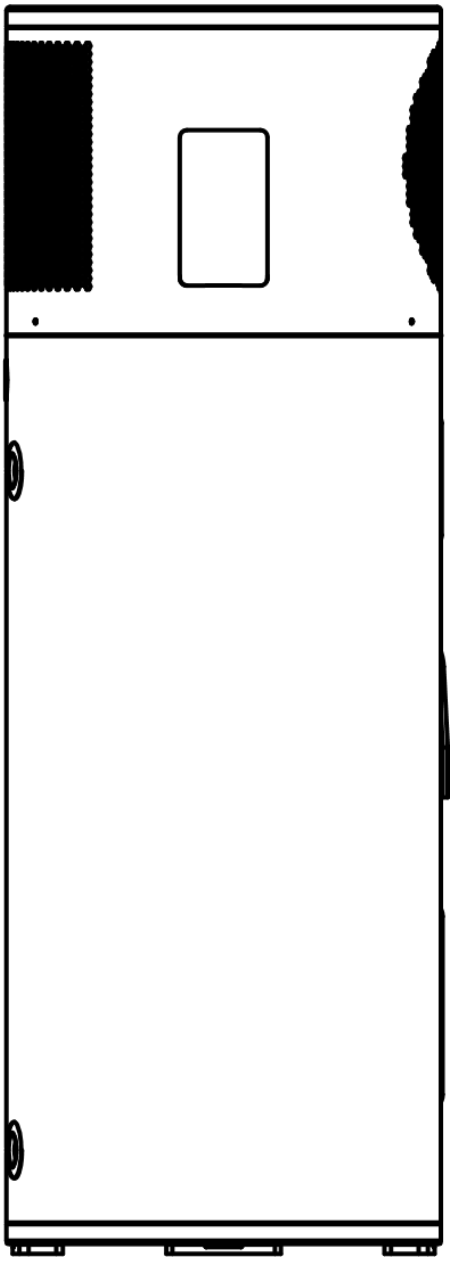
solatherm



PV DIRECT »

Solar Hybrid-Electric
Heat Pump
Water Heater

WARRANTY BOOKLET

Model:
SOLA-HYB270E
SOLA-HYB320E

SEPT 2026
V:260914

Warranty Terms

The warranty terms in this publication apply only Hybrid Electric Heat Pump Water Heater models:
SOLA-HYB270E
SOLA-HYB320E

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Australia Only: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand only: For the purposes of the Consumer Guarantees Act 1993, Solatherm only guarantees the availability of repair facilities and spare parts for the express warranty periods recorded in the Solatherm Warranty Summary table.
Solatherm will repair or provide parts for repair or replacement, in the event of product defects arising from faulty materials and/or Solatherm workmanship, in accordance with the Warranty Terms in Tables 1 and 2, Definitions, Warranty Conditions and Exclusions stated in this document.
Solatherm is responsible for reasonable costs associated with legitimate warranty claims, if and when validated by Solatherm. This includes call-out of an authorised Solatherm service provider to inspect the product. Solatherm is not responsible for:

a) any costs that are not **pre-approved in writing** by Solar Group International or Solatherm
b) any costs associated with a product which is determined upon inspection not to be covered by this warranty.
c) any excess costs associated with attending a site located in a remote area, nominally 40 km from the authorised Solatherm service provider, as confirmed by Solatherm, or off the state/territory mainland. Any such costs including travel, insurance and delivery will be the sole responsibility of the Customer.
d) liability for consequential damage or any incidental expenses resulting from any breach of warranty (New Zealand only).

e) claims for damage to building or any other consequential loss either directly or indirectly due to leaks or any other faults (New Zealand only).

The consumer will be reimbursed by Solatherm for any reasonable costs associated with making a legitimate warranty claim against Solatherm which are not otherwise specified above.

Enquiries relating to warranty coverage and claims for Solatherm products or services must be made by contacting Solatherm.

Authorised Solatherm service providers can repair or replace product components, subject to Solatherm warranty terms and conditions. Solatherm, in addition, provide information on operation and maintenance of Solatherm products. Solatherm for Australia and New Zealand contact details are on the back of this document.

TABLE 1 - PARTS AND LABOUR WARRANTY PERIODS

Solatherm Heat Pump Water Heaters 270L and 320L		**Solar Hybrid HP SOLA-HYB series**		
		Cylinder*	**Refrigeration Components (1)**	**Other Components (2)**
Domestic Use	Parts	7 Years	5 Years	5 Years
	Labour (3)	5 Years	5 Years	5 Years
Commercial Use	Parts	2 Years	2 Years	2 Years
	Labour (3)	2 Years	2 Years	2 Years

(1) Refrigeration Components include but are not limited to: compressor, condenser, expansion valve, heat exchanger, evaporator and associated pipe work.

(2) Other Components include but are not limited to: sensors, thermostats, electric heating elements.

(3) No repair labour warranty applies to any component, refrigeration and cylinder warranties outside the specified Labour Warranty period.

Installation, pipework, valves, electrical and other components used to install the unit are not covered under this warranty.

* Inner Storage Cylinder

Notwithstanding the above periods in Table 1, a 5-year whole-of-product "Parts and Labour" warranty is offered for domestic use where a hot water rebate has been received under the Solar Victoria Solar Homes Program for domestic installations from 1 July 2023 and where a rebate is received under the Victorian Energy Upgrade (VEU) for Domestic and Commercial use from 1st February 2025. For further details, contact Solatherm on 1300 765 272.

Warranty Conditions

1. Warranty and the extended warranty apply to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

2. All terms of this warranty are effective from date of completion of installation of the appliance(s) and the attending service person reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the data plate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia or New Zealand.

3. All Solatherm water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, current AS/NZS 3000, AS/NZS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.

4. All Solatherm water heaters must be operated and maintained in accordance with manufacturer's operating instructions, this includes inspection and replacement of the sacrificial anode at the time periods specified in the product manual.

5. Any inspection, service, repair or replacement activities associated with warranty on Solatherm products must be authorised by Solatherm before commencement.

6. The warranty applies only to the components supplied by Solatherm. It does not apply to components supplied by others, such as pressure limiting valves, isolating valves, non-return valves, electrical switches, pipework, electrical cables and fuses, but not limited to these.

7. Where the appliance is installed at a location that is determined as remote by Solatherm, or nominally over 40 km from the nearest authorised Solatherm service provider, or off the state/territory mainland, any such costs including travel, insurance and delivery of

products will be chargeable to the Customer.

8. Where the appliance has not been fitted in accordance with the installation instructions or installed such that safe assessment or service access requires machinery or is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused. Any work required to gain reasonable or safe access to the appliance, remove top cover, will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move the appliance or components to floor level, perform diagnostics, but not limited to these).

9. Where a failed appliance or component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.

10. Solatherm may at its sole discretion, return any removed product or component to the factory for inspection.

11. **Australia Only:** This warranty applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 2. The water supply from water utilities generally complies with these requirements. However, where water sources change, or any history of uncertainty exists, water quality must be tested, or otherwise treated, to comply with these specifications. If unsure check with your water authority.

12. **New Zealand Only:** Water chemistry has a direct impact on hot water heaters, affecting corrosion protection measures, or causing scale buildup.

Water quality MUST:

(a) meet the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Aesthetic Values for Drinking Water Notice 2022, or the water standards as statutorily defined at the time; AND

(b) be within the limits shown in the Table 3. Water quality outside these limits will void this warranty

TABLE 2 -AUSTRALIA WATER CHARACTERISTICS

Solatherm Water Heater System Type	**Total Dissolved Solids (TDS)** mg/Litre or ppm	**Hardness (as CaCO)** mg/Litre or ppm	**Saturation Index** (Langelier)	**pH**	**Dissolved CO_2** mg/Litre or ppm	**Chlorides** mg/Litre or ppm
Electric Heat Pump Water Heaters	**2500***	**200**	**+0.4 to 1.0 @65°C**	**5.5 to 9.5**	**Not Applicable**	**300**

*For TDS levels up to and including 600mg/litre the magnesium-based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the aluminium based anode is to be used. This anode can be fitted by an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

TABLE 3 - NEW ZEALAND WATER CHARACTERISTICS

Solatherm Water Heater System Type	**Total Dissolved Solids Range** mg/l	**Total Hardness** CaC03 mg/ml	**Alkalinity** mg/l	**Dissolved (free)** CO2 mg/l	**pH**	. **Chlorides** mg/l	**Free Chlorine** mg/l
Electric Heat Pump Water Heaters	**:s; 600**	**< 200**	**150-200**	**< 25**	**6.8 to 7.5**	**:s; 150**	**<1**
Solatherm Water Heater System Type	**Manganese** mg/l	**Sodium** mg/ml	**Iron** mg/l	**Sulphate** mg/l	**Nitrate**	**Alkalinity/ Sulphate ratio**	**LSI'** mg/l
Electric Heat Pump Water Heaters	**< 0.01**	**< 150**	**< 0.1**	**< 100**	**< 11**	**> 1**	**1.0-0.08 @20°C**

[1] Langelier Saturation Index - scaling potential of water

Warranty Exclusions

No warranties except those implied and that by law cannot be excluded are given by Solatherm in respect of Goods supplied. Where it is lawful to do so the liability of Solatherm for a breach of a condition or warranty is limited to the repair or

replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Solatherm.

All hot water systems

The following exclusions apply to all Solatherm water heating systems. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or failure to maintain.
3. Failure due to incorrect or unauthorised installations.
4. Failure, damage and associated costs resulting from product alterations, service or repair work or methods not authorised by Solatherm.
5. Where it is found that there is no functionality fault with the water heater and the issues are related to the plumbing installation or are due to the failure of water or electric supply.
6. Where exposed to corrosive atmosphere, salt-affected or coastal environments; and including exposure causing superficial discolouration and aging that is immaterial to the performance and reliability of the product.
7. Where the water heater has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.
8. Operating the water heater and components when not completely filled with water.
9. This warranty does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Tables 2 and 3. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Tables 2 and 3 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.
10. This warranty only applies to water heaters connected to the energy source listed on the data label of the appliance.
11. This warranty does not apply to damage caused by sludge and/or sediment in the water supply nor corrosion due to stray electrical currents affecting the associated piping.
12. This warranty does not apply to colour degradation/damage caused by direct UV exposure.

13. This warranty does not apply for ice formation in the plumbing of the water heater, or related damage, where the electricity supply has failed or been switched off.
14. Damage to the unit from the ingress of creatures, such as ants, lizards etc. in not covered under this warranty.
15. Labour costs incurred due to a Solatherm Service person or service agent performing checks which should have been carried out by the customer in accordance with the Customer Instructions and where no defect is found.
16. Faults resulting from drilling, screwing or fixing any ancillary items to the outer case of the tank. This product is fitted with a high efficiency heat exchanger attached to the inner cylinder, anything penetrating the outer skin of the tank may damage the heat exchanger.

Sidek Manufacturing Pty Ltd
T/A Solatherm
ABN 89 116 049 211
1/52 Barnett Ave, Glynde 5070
Tel: 08 7073 4066

National Help Line
Tel: 1300 765 272
Monday to Friday, 8.30 am *to* 4.30 *pm CST*

After Hours Hot Water Service Line
Tel: 1300 765 272

'Cost of a local call may *be higher from* a *mobile phone. (National calls from public phones in Australia are free.)*

For service/warranty matters email **service@solatherm.com.au**

For further information or general enquiries visit:
www.solatherm.com.au or email enquiries@solatherm.com.au

Solatherm has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Solatherm appliance. If your appliance requires service, please call our National Helpline.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.

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