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Revised by: Elisabeth Mills

Name: Rhino Black Pro Rigid Panel System Warranty  
Revision: B

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## DIY READY TO GO RIGID PANEL SYSTEM

### 1.0 PREAMBLE

1.1 The Rhino Pro System is our base model system, it comprises of a half panel. This pro-rata, limited warranty is subject to the terms and conditions issued by Boss Polymer Technologies Pty Ltd (Boss), trading as Boss Solar ACN 26 053 088 529 of 28 Miles Street, Mulgrave, 3170 and applies to the Boss' Rhino Pro Rigid Heating collector, manufactured in Australia for the purpose of heating swimming pools and spas.'

### 2.0 10 YEAR LIMITED WARRANTY/ DEFINITION OF PRO RATA

2.1 The warranty is non-transferrable and warrants to the original purchaser, (from the date of purchase, ownership must be evidenced), that the collectors will be free from defects in materials and workmanship, under normal use for a period of ten years (comprised of 5 years full and 5 years Pro Rata), when the system is installed using Boss components and authorized installers.

2.2 Throughout the full 10-year period, if a modular component exhibits a relatively minor manufacturing defect, it will be at Boss's discretion to repair or alternatively supply the required modular component/s free of charge. Where a major manufacturing defect is detected, replacement modular component/s will be supplied with no cost to the purchaser. This warranty includes related labour, travel and freight incurred for an approved claim in the first 3-year period. Any labour, travel, freight, or other costs incurred after initial 3 years of warranty are to be paid by the Original Purchaser.

2.3 Following the expiration of the initial 5-year warranty period, Boss warrants that from the 6th-year, should a component exhibit a major manufacturing defect; new modular component/s will be supplied to the purchaser. The purchaser will be responsible for paying one half of the then current retail price of the product. During the subsequent years the warranty will continue to be reduced by 50% of the previous year's amount.

### 3.0 WARRANTY DETAILS – FAILURE TO ADHERE TO ANY OF THE FOLLOWING CLAUSES WILL RENDER THIS WARRANTY NULL AND VOID

3.1 Winterisation is crucial, this requires full drainage of the system when it is not in use and before winter. Splitting of the panel due to failure to winterise the system is not covered under warranty.

3.2 Rhino systems must be installed and operated using Dontek AS5 Controller or similar with a pre-set frost protection function enabled and operational. Systems must be installed to be able to drain fully, must have a suitable, functional automated Solar Controller with an anti-freeze/boil function which operates in the winter season.

3.3 Failure due to damage, misuse, neglect, abnormal weather conditions, an Act of God or improper installation are excluded from this warranty.

3.4 If Boss cannot establish any manufacturing fault in the product after inspection and testing, we reserve the right to charge the Purchaser at our current hourly rate for the cost of examining the Product.

3.5 The product has been used for a purpose for which it was not designed.

3.6 The customer has failed to properly use and maintain the System

3.7 Defective parts or components (not manufactured or supplied by Boss) which have contributed to the system failure.

3.8 Boss holds no liability for subsequential damage caused directly or indirectly from any panel or component of the system. Damage to metal roofs, gutters or drinking water storage caused by water leakage from the solar system. Other consequential damage caused by chemically treated water flowing through or from the solar system, or from rainwater ingress caused by blocked gutters or obstructed watercourses is also not covered. Additionally, it is the customers' responsibility to keep the roof and waterways clear of debris.

3.9 Identification labels or markings on Header Pipes of Collector must not be tampered with or removed.

### 4.0 COCKATOO AND HAIL COVERAGE – 10 YEARS



4.1 In the 10-year period the warrantor shall replace modular components shown to be damaged by hail with no cost to the purchaser. For this warranty, the impact of hail is defined as the penetration of hail stones through the panel or splits of the panel around the point of impact. This warranty applies in the case of hail measuring up to 25mm diameter in size, as per AS2712. The purchaser shall bear the installation, delivery, and travel costs after the third year.

## 5.0 EXTENT OF WARRANTY

5.1 Boss's liability under this Warranty can never exceed the purchase price from Boss.

5.2 As a service to the industry, Boss offers technical support and advice on proper installation techniques for Boss products to professional installers upon request. It is incumbent on the installer to ensure that they themselves and their tradesmen are properly trained in all aspects of system installation, and in accordance with all applicable standards. Boss assumes no liability for any advice given.

5.3 If the system has been repaired, altered, or modified by any person and it no longer complies with the applicable Boss installation guidelines the warranty will be void.

5.4 The product has been damaged by a cause outside the reasonable control of Boss, including, but not limited to; damage caused by householders, tradespeople, neglect and/or mechanical damage and damage by vermin or rodents.

5.5 The defect in the Product has arisen due to poor water drainage, excessive hydraulic pressure, restrictions, or blockages resulting from the omission of a suitable water straining device.

5.6 Nothing in this warranty is to be interpreted as excluding, restricting, or modifying any State or Federal legislation.

## 6.0 WARRANTY PROCESS

6.1 Initial contact should be made to the original installer of the Rhino system within thirty days of discovering the fault. The original installer will then investigate and contact Boss to register the warranty issue. Proof of ownership of the house at the time of system installation must be presented.

6.2 Boss will require proof of original ownership, batch code identification, photographs, and details of the claim. Upon verification and authorization, replacement will be undertaken in adherence with this warranty.

6.3 If the installation company are un-cooperative or no longer trading, please contact Boss and we will explain in detail the information required in order to make a claim. No system shall be removed, or its identification labels removed, it must be left in place to be evaluated, removal will void the warranty.

This warranty shall be governed by, the laws of the State of Victoria, Australia.



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