

SOLAR WATER HEATERS

SUGGESTED CODE OF CONDUCT FOR HIGH QUALITY INSTALLATION

Recommendations

This code of conduct is recommended to be used by installers in order to contribute to a high quality installation of a solar system, thus assuring the end user of a trouble free solar installation.

engagement of the installer

The installer engages himself to respect the conditions and recommendations mentioned below:

- The installer accepts to follow a training given by his supplier, or a third party assigned by his supplier, before he starts any sales or installation activities of solar water heaters issued by this supplier. The installer invites his supplier to install the first 2 systems under supervision of the supplier.
- The mounting and installation of the solar water heater will be done according to the installation instructions of the supplier and with respect to the conditions specified by utilities and building regulations.
- The installer pays attention to the right orientation of the collector. The installer will use the supplier's installation instructions and will see to it that the end user is fully informed on the maintenance requirements. Furthermore he will pay attention to the rest of the installation which could be connected to the solar installation and safeguard that no disturbances in the solar system can occur .
- When asked, the installer will take a positive attitude toward publicity campaigns for solar water heaters.
- The installer engages himself to deal with the demand of a possible client in the best and fastest way. The installer contacts the client at short notice; leading to a quotation and eventually to a final contract in reasonable time.
- The installer informs the client about and assists the client with the application for subsidies, if available.
- The installer will co-operate with an inspection of the quality of the installation work and the functioning of all solar water heaters installed by him by his supplier or a third party assigned or approved by his supplier. By these inspections the supplier doesn't change or take over any of the guarantees given by the installer.
- Every installer can deliver the solar water heater according to his delivery and payment conditions, with respect to the following conditions:
 - He describes clearly the guarantee and maintenance terms.
 - Apart from the supplier guarantee, the guarantee on the **installation work** of the collector is minimal 5 years. For the rest of the installation work the guarantee is minimal 2 years. This guarantee will cover all cost related to repairs.

Any work undertaken without the intervention of an approved installer and/or any use of not approved parts, makes immediately fall the complete guarantee.

No guarantee will be assumed for the defects caused by negligence of the user or of the buyer, such as the lack of maintenance, defects resulting from improper, abnormal use and use without understanding of the parts delivered by the installer.

The installer will co-operate with the monitoring of the performance of the systems.