



Specialists in Alternative Energy

Manufactures of Domestic and Industrial Solar Water Heaters

Suppliers of Heat Pumps, Photovoltaic Systems, Pool Heating Systems and Solar Borehole Pumping.

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CK :1995/005634/23; VAT REG :4850149248; Export No: 1398588

Dear valued customer

Solar System Service Reminder and Information

We at Solar PriMeg go the extra mile in ensuring that all safety and quality are met when satisfying the needs of our customers. As part of our loyalty to you, we offer a complete service to our customers who have purchased and installed solar systems from Solar PriMeg with a service plan every two years. Terms and Conditions apply which is referenced in your sales contract.

It is essential to regularly service your system. Solar PriMeg recommends this be done at a recurring two-year interval from the installed date. It is highly beneficial to have your Solar PriMeg system serviced as indicated above, as this validates your warranty.

Failure to service the solar system regularly would immediately result in having a 10-year warranty reduced to a 5-year warranty period. At Solar PriMeg we have a team of friendly and competent staff who are fully equipped and trained in this service. Please note it is the responsibility of the customer to ensure the solar system is serviced regularly.

Our first service is done within a two-year interval after the installation. Thereafter a 10% increase would be applied to the servicing fee every two year thereafter.

A basic Solar PriMeg geyser service consists of:

- Flushing Solar Panels
- Inspecting electric elements and thermostat
- Cleaning and washing of the solar panels.

This service can be carried out in the duration of 30-45 minutes. Costing dependent on service no.

Components which are out of guarantee will be charged separately, outside the cost of the basic service fee.

All electric components and valves carry a one-year warranty. Solar glass and anodes do not fall under guarantee. Geyser controllers carry 6 month warranty. We at Solar PriMeg pride ourselves with the best service quality manufacturing and installation of your solar geyser.

Thank you for your correspondence

Solar PriMeg Service Team