

Solatube® Products Ownership and Care

Congratulations on your Solatube® product purchase.

Product Registration

Please register your Solatube product online at <https://www.solatube.com.au/warranty>

Limited Warranty

What Does This Warranty Cover?

For all products purchased or delivered hereunder, Solatube® Australia warrants they are free from defects of workmanship and/or material for a period of time from the date of purchase.

How Long Does The Coverage Last?

Item	Warranty (Years)
Solatube® Daylighting System	
Domes, roof flashing bases, diffusers, diffuser ceiling mountings, reflective tubing, plastic, rubber or metal seals and gaskets, tapes and fasteners	10
Light Add-on Kit, Ventilation Add-on Kit, Daylight Dimmer	5
0-10 V Daylight Dimmer	1
Solar Star®	
Solar panel and motor	5
Metal housing, roof flashing bases, fan blade, plastic, rubber or metal seals, gaskets and fasteners	10
Whole House Fan*	
Motor, electrical components	5
Damper box, ducting, fan housing	10
Remote Control Unit	1

*Warranty will be voided if the Whole House Fan is not installed per manufacturer's installation instructions and/or if the fan component is suspended in any way from the roof structure of the house, including, without limitation, the roof rafters and trusses.

What Will Solatube Australia Do?

Should any products be determined by Solatube International to be defective, at the option of Solatube International, such products will be repaired or replaced and returned within a reasonable time to Buyer free from defect.

If Solatube International provides a replacement product, the warranty on the replacement will last only for the balance of the original product warranty period.

What are the Limitations on a Buyer's Remedies?

IN NO EVENT WILL SOLATUBE AUSTRALIA BE LIABLE FOR LOSS OF PROFITS, INDIRECT, SPECIAL, INCIDENTAL, AND CONSEQUENTIAL OR OTHER SIMILAR DAMAGES. IF SOLATUBE AUSTRALIA DID NOT INSTALL THE PRODUCT(S), IN NO EVENT WILL SOLATUBE AUSTRALIA BE LIABLE FOR ANY BREACH OF WARRANTY FOR IMPROPER INSTALLATION. TO THE FULLEST EXTENT ALLOWED BY LAW, SOLATUBE AUSTRALIA'S LIABILITY TO ALL BUYERS FOR ALL CLAIMS WITH RESPECT TO THE PRODUCTS WILL BE LIMITED TO THE LESSER OF (A) THE COST OF REPLACING THE PRODUCTS; (B) THE COST OF OBTAINING EQUIVALENT PRODUCTS; OR (C) THE COST OF HAVING PRODUCTS REPAIRED. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

What Is Not Covered By This Warranty?

Solatube Australia is not responsible for, nor does this warranty apply to:

- Labor or installation of the products.
- Product or performance defects as a result of installation not in accordance with Solatube Australia's installation instructions.
- Defects or damages arising out of shipment by common carriers, private transportation or other means of transportation.
- Defects or damages arising out of improper handling or cleaning, accidents, acts of God, intentional acts, misuse or abuse, or any other circumstances beyond the control of Solatube Australia.
- Condensation and any water damage resulting from condensation.
- Products subjected to stress resulting from (i) localized application of heat, (ii) movement of building and /or building components, or (iii) expansion or contraction of framing members.
- Accessories, flashing or other installation materials manufactured or sold by persons other than Solatube Australia.

How Does a Buyer Get Service?

Within thirty (30) days of discovery of a defect, Buyer should contact (i) Buyer's Solatube Distributor or (ii) Solatube Australia - Customer Service at 1800 13 16 19.

How Does State Law Apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Additional Provision Applicable To Uses Of Products Other Than For Personal, Family or Household Purposes.

WHAT WARRANTIES IS SOLATUBE AUSTRALIA DISCLAIMING?

EXCEPT AS EXPRESSLY SET FORTH HEREIN, THE PRODUCTS ARE PROVIDED "AS IS," WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ANY SUCH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED.



Product Cleaning and Care

Solatube® Daylighting Systems

Dome

The dome on the Solatube Daylighting System is designed to be self-cleaning; however if installed in areas with a high level of debris build-up, the dome may need to be cleaned from time to time. To ensure that irreparable damage to the dome does not occur, the dome can be cleaned using a soft cloth with water and a non-abrasive mild soap or detergent followed by a thorough water rinse.

Tubing

To clean the tubing, simply wipe with a soft cloth. Do not use any cleaning solution.

Diffusers

SkyVault® Series Open Ceiling Diffuser (Solatube M74 DS Daylighting System)

Please contact your Solatube distributor or dealer for proper care and instructions.

SolaMaster® Series Closed Ceiling Diffuser (Solatube 750 DS and 330 DS Daylighting Systems)

Remove the diffuser by releasing the tabs on the diffuser frame from the transition box. To clean, wipe the diffuser with a tissue or soft cloth. To reattach the diffuser, position the diffuser panel into the transition box and secure the tabs into the notches.

SolaMaster® Series Open Ceiling Diffuser (Solatube 750 DS and 330 DS Daylighting Systems)

Please contact your Solatube distributor or dealer for proper care instructions.

Brighten Up® Series Diffuser (Solatube 290 DS and 160 DS Daylighting Systems)

Remove the diffuser or decorative fixture by carefully twisting counterclockwise to separate it from the ceiling ring. To clean, wipe the diffuser or decorative fixture with a tissue or soft cloth. To reattach the diffuser or decorative fixture, simply align the tabs on the diffuser or decorative fixture to the ones on the ceiling ring and twist clockwise to secure.

Accessories

Ventilation Add-On Kit

Clean the vent with a damp cloth.

Light Add-On Kit

To replace the lamp in a Solatube light fixture, follow the above instructions to remove the diffuser and replace the lamp.

Solar Electric Nightlight

For battery replacement in the Solar Electric Nightlight:

1. Remove Solatube Decorative Fixture and Effect Lens.
2. Remove the Solar Electric Nightlight housing assembly by gently lifting the assembly up and off the mounting bracket. Remove the Nightlight assembly from the tube.
3. Remove batteries from the battery pack.
4. Insert (2) rechargeable batteries (NiMH AA 1500 mAh 1.2v) to the (+) and (-) marks inside the battery pack.

WARNING: Replace with only (x2) NiMH (Nickel-Metal-Hydride) rechargeable batteries (NiMH AA 1500 mAh 1.2v).

Whole House Fans®

The fan blades can be cleaned with a soft cloth and cleaning solution. The Intake Grill can be removed and washed in a sink or dishwasher.

Solar Star® Ventilation Fans

The solar panel can be cleaned with a soft cloth and glass cleaning solution.

Warnings

Reroofing

Solatube products require special care if removed for re-roofing. In order to ensure proper removal and re-installation, please contact your Solatube distributor or dealer.

