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A Vertically Integrated Renewable Energy Company

June 12, 2002

Instructions for Defective Panel Returns outside the State of Florida:

Unpack the new panel and change out defective panel from your solar pool heating system. Once your defective panel is removed from your system take a pair of PVC pipe cutters or a hacksaw and remove each of the end pieces off of each corner of the panel. We prefer you to cut at an angle to include some of the panel (if you cannot then just cut the 4 end corner pieces). Once cut place the end pieces a small box and send to Solar Direct 5919 21st St E. Bradenton FL 34203.

As per the Vortex Warranty Policy, the customer will be provided a Replacement Panel at no charge. As a courtesy, we ship the Replacement Panel in advance, and it is the customer's responsibility to return the Defective Panel Pieces within fifteen days.

We still provide free shipping to our customers for Warranty Replacement Panels, however, we no longer offer free pickup service for Warranty Panel returns. The customer must return the defective panel pieces per these instructions, postage prepaid by the customer. No COD's will be accepted.

Acceptance by the customer of the Replacement Panel constitutes authorization to charge the customers credit card on file in the event the Defective Panel Pieces are not returned.

Email: sheila@solardirect.com)

Phone: 800-333-9276

Note: If you would like to keep your Solar Pool Heater in operation while waiting on a warranty replacement panel you can take the panel off your roof and replace it with 2 sticks of 51"x1 1/2" schedule 40 PVC pipe. Slide each pipe into the rubber couplings and tighten down the hose clamps to keep the pipe secure.

Serving the World with Advance Energy Products Since 1986

SOLAR POOL HEATERS • HEAT PUMP POOL HEATERS • POOL WATER PURIFIERS • SOLAR WATER HEATERS • SOLAR ELECTRIC
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