



Cedar Solar SA Pty Ltd– Warranty & Terms and Conditions

Effective Date: 20 October 2025

Governing Law: Republic of South Africa

Supersedes all previous warranty and terms documents.

1. General Terms of Sale

- Official quotes are valid for 14 days and apply only to current stock available in the Cedar Solar warehouse or as otherwise stated.
- Price lists and prices displayed on the www.cedarpumps.com reseller portal are subject to change without notice.
- All prices are exclusive of VAT (15%), which is payable on all invoices except for export orders.
- Transport costs are additional and quoted separately.
- Order cancellations are subject to a 15% handling fee.
- Goods will only be released once funds reflect in Cedar Solar SA's bank account. Proof of Payment is not sufficient to release goods. The money needs to be cleared in our account.
- Card payments are available at the offices.
- Quotations exclude delivery, commissioning, call-out fees, installation, transport insurance and electrical work, unless specifically included in writing.
- Phone support is available during office hours. Monday to Friday. 08:00 - 16:00
- If a technician is required on site, a call-out fee will be charged and must be paid before attendance.

2. Ownership, Transport & Risk

- Ownership and risk transfer to the purchaser once goods leave Cedar Solar SA's warehouse.
- Cedar Solar SA does not accept liability for any damage, loss, or destruction of products after transfer of ownership, including where a third-party courier is used (whether arranged by Cedar Solar or the customer).

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- Customers are responsible for in-transit insurance, which must be initiated by the customer and approved by Cedar Solar SA.
- Additional insurance costs will be quoted and paid by the customer.

3. Product Responsibility

If a Cedar Solar SA product is installed as part of a larger system, our warranty covers **only the Cedar Solar SA product itself** and not the complete installation or system performance. During the warranty evaluation process, we will **test and assess only our product** to determine whether it is functioning within its design specifications. Cedar Solar SA is **not responsible for faults, failures, or inefficiencies** arising from other components, system design, installation methods, or external site conditions.

4. Warranty Overview

- Cedar Solar SA warrants its products to be free from defects in workmanship and materials for the periods specified below, starting from the Cedar Solar invoice date to the customer.
- All serial numbers are linked to the original invoice in Cedar Solar's system.
- During the warranty period, Cedar Solar will, at its discretion, repair, replace, or credit the defective product free of charge.
- These are the sole remedies available under this warranty.

5. Warranty Evaluation Process

- Before any warranty claim can be approved, the faulty product or pump must be returned to Cedar Solar SA's workshop for inspection and testing to determine the root cause of the failure.
- Our series of tests are industry standard and evaluate multiple aspects of the pump's performance. It is a structured and essential process that we are required to follow to ensure accurate and fair results.
- This assessment establishes whether the issue is due to a manufacturing defect or installation/site-related conditions.

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- If a customer chooses not to wait for this process and purchases a replacement pump immediately, it is done at their own risk.
- In such cases, there is no guarantee that the original pump's warranty claim will be approved.
- Approval or rejection of any warranty claim will depend solely on the findings of Cedar Solar SA's technical evaluation.

6. Warranty Periods

- Spitfire Pump Range - 24 months
- Ceva2 Pump Range - 24 months
- Uniflow Pump Range - 24 months
- Multiflow Pump Range - 24 months
- Swala Pump Range - 6 months
- Veichi Pump Drives - 12 months
- Premium Pump Range (Ceva, Bovem & Fortis) - 24 months (Discontinued in 2025; spare parts and support available until June 2026)

7. Warranty Terms & Conditions

6.1 Scope

- Cedar Solar will, at its discretion:
 - Repair the defective product,
 - Replace the defective product, or
 - Credit the product value.
- These remedies are the only available warranty actions.

6.2 Limitations

- Cedar Solar is not liable for direct, incidental, special, or consequential damages, even if caused by negligence or fault.
- Repairs or replacements do not extend the original warranty term.
- Cedar Solar owns all parts removed during repair and may use new or reconditioned components.

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6.3 Exclusions

Warranty claims will not be approved for failures due to:

- Sediment, debris, or improper filtration in water;
- Incorrect installation, electrical faults, or inadequate protection devices;
- Pump operation outside specified voltage or head conditions;
- Cavitation, dry-running, or overheating due to poor submergence;
- Use with non-approved solar components or mixed systems not endorsed by Cedar Solar.
- Claims for normal wear and tear are not covered.
- Acts of God, including but not limited to lightning, flooding, or other natural disasters.
- Theft, vandalism, or any form of malicious damage.

6.4 Repairs Outside Warranty

- For out-of-warranty repairs, a three (3) month warranty applies to the repaired unit or component, starting from delivery.
- The same applies to spare parts and circuit boards supplied or repaired by Cedar Solar.

6.5 Abandoned Goods

- Repaired products or items left in Cedar Solar's workshop for more than **30 days** after completion may be disposed of, recycled, or sold to recover costs for repair, storage, or labour.

8. Installation Requirements

To maintain warranty coverage, all pumps installed in tanks or boreholes must comply with the following:

- Submergence & Water Level:
- Maintain minimum water levels as specified. Excess depth or pressure may damage oil-filled motors.
- Clearance from Tank Bottom:
- Install pumps above sediment or debris accumulation zones.

Cooling & Flow:

Use a cooling sleeve or approved cooling method, especially in tanks.



Mounting & Accessibility:

Pumps must be securely mounted and accessible for maintenance.

Electrical Requirements:

Only qualified personnel may perform electrical work. Voltage must remain within specified limits.

Protection Devices:

Use overload protection, low-water cut-outs, and surge/lightning protection.

Cable Management:

Use underwater-rated cables, properly secured to avoid abrasion or damage.

Tank Installations:

A pump sleeve is mandatory for tank.

Failure to install a sleeve voids the warranty.

Dam & River Installation:

A pump sleeve is mandatory for a dam/river installation.

Failure to install a sleeve voids the warranty.

9. Solar System and Product-Specific Conditions

System Design Responsibility:

Cedar Solar provides technical guidance, but final system design and suitability remain the installer's responsibility.

Performance Guarantees:

Cedar Solar cannot guarantee system performance if:

- Borehole yield, depth, or dynamic water levels were inaccurately provided.
- Pumps are operated in boreholes with significant drawdown.

Component Compatibility:

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- Warranty is valid only when Cedar Solar-approved controllers, pumps, and solar panels are used as specified.
- Use of non-approved or incorrectly sized components voids warranty.

Installation Warranty:

- Installations performed by Cedar Solar SA carry a 12-month workmanship warranty.
- If installed by a third party, Cedar Solar SA accepts no liability for system performance or workmanship.

10. Returns Policy

- Returns must be made within 14 days of delivery and are subject to a handling fee.
- Non-returnable items: cut cables, fuses, and batteries.
- Non-stock or special-order items cannot be returned.

11. POPIA Compliance

Cedar Solar SA complies with the Protection of Personal Information Act (POPIA).

All client data is collected, processed, and stored solely for business purposes such as communication, quotations, service updates, and reporting.

By accepting a Cedar Solar quotation, clients consent to the use of their information as outlined.

12. Legal Jurisdiction & Enforcement

These terms and conditions are governed by the laws of the Republic of South Africa.

In the event of a dispute, jurisdiction shall rest with the courts of South Africa.

In the event of customer default, Cedar Solar SA reserves the right to recover all legal costs and attorney fees on an attorney-and-own-client scale.



13. Severability

If any part of these terms is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

14. Acceptance of Terms

By accepting a Cedar Solar SA quotation or placing an order, the customer acknowledges that they have read, understood, and agreed to all terms, conditions, and warranty provisions herein.

15. Contact Details

Cedar Solar SA
Unit 8, Cranberry Industrial Park
Cranberry Street, Honeydew, 2040
Tel: 011 794 4664
Email: support@cedarsolar.com
Website: www.cedarpumps.com