



Bringing renewable technology down to earth!



### Vortex Warranty Replacement Request Form

All Solar Direct Vortex customers claiming warranty are required to fill out this request form w/photo's\* and send it back to Solar Direct via email, fax or mail. Upon receiving the completed form and the required photo's\* our warranty processing department "WPD" will then begin the process of reviewing and approving your claim. The review process normally takes up to 3 business days to complete. After the review process has been completed we will then email, fax or mail you a "claim status notice" informing whether your claim has been approved or denied. Upon receiving an approved warranty claim letter you are then authorized/required to return the four corners of each defective panel in the correct format back to Solar Direct (Please refer to the "Panel Return Instructions" document for more details). The shipping cost for the return of the corners must be prepaid by the customer. No COD's will be accepted. When the corners are received in full our WPD will then schedule the shipment of your replacement panel(s). Replacement panels typically ship within 7-14 business days, (during our spring and fall solar pool heating seasons processing times can take up to 21 business days).

As per the Vortex Warranty Policy, the customer will be provided a replacement panel(s) at no charge. It is the customer's responsibility to pay for the shipping and warranty processing fees. Shipping costs can range from \$50-\$100 per box, with 2 panels fitting inside each box. The warranty processing fee is \$10.00 per panel. Warranty panels are shipped from our Sarasota FL location. If you would like to pick up your warranty panels you must still follow the above instructions to receive approval prior to the pickup. Your credit card will be charged once your replacement panel(s) has shipped. If you use your own carrier you will only be charged the warranty processing fee. If you elect to pick up your warranty panels you will be required to pay the warranty processing fee when you arrive to our office.

By signing this form you are agreeing to all mentioned above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Billing Address (As shown on your credit card statement): \_\_\_\_\_ Shipping Address: [ ] Same as Billing [ ] Will Pickup  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp \_\_\_\_\_  
CVV# \_\_\_\_\_ Security code on back of credit card (Amex may have it on front) 3 digits for Visa, MC, & Disc / 4 digits for AmEx

**What is your panel header size (I.D.):**  
[ ] 1-1/2" Nominal; Actual 1-7/8 I.D. / 2-3/8 O.D.  
[ ] 2" Nominal; Actual 2-3/8 I.D. / 2-3/4 O.D.

**Draw diagram of complete SPH system**  
Indicate Panel(s) leaking & location of leak on diagram  
[ ] Leak at Header Weld [ ] Leak in Absorber

**How many panel replacements required:**  
Qty \_\_\_\_\_ 4'x12' Panel  
Qty \_\_\_\_\_ 4'x10' Panel  
Qty \_\_\_\_\_ 4'x8' Panel  
Qty \_\_\_\_\_ ' x \_\_\_\_\_' Custom Size Panel

**Filter Pressure Gauge Reading:**  
\_\_\_\_ PSI w/Solar OFF  
\_\_\_\_ PSI w/Solar ON

**Pool Pump Size:** \_\_\_\_\_ Hp

**Original Date of System Purchase:** \_\_\_\_\_

**\* Photos Required:**

**Original Warranty Request:** 1. roof plumbing showing feed and return pipes into panels, 2. plumbing at filter showing solar 3-way valve and check valves, 3. filter gauge reading w/solar OFF, 4. filter gauge reading w/solar ON, 5. pump Hp label. [These photos are required to document that the system is installed according to the installation manual]

**Every Warranty Request** – 1. each leaking panel, 2. the entire row of panels