

## INSTRUCTIONS FOR DEFECTIVE VORTEX PANEL RETURNS COVERED UNDER WARRANTY

Please read the following instructions carefully before beginning.

**Tools Required:** Ladder; Cordless or Electric Driller with a 5/16” Nut Driver Bit, Flat-Head Screwdriver, or 5/16” Nut Driver; Hacksaw or Circular saw

**BEFORE removing the defective panel from the system, you must take a picture(s) to document the defect or leak.**

**Remove the defective panel:** Turn the pool pump off. Make sure the solar 3-way valve is in the off position to prevent water going to the solar heater. Loosen the 4 hose clamps on the rubber couplings that are connected to the four corners of the defective panel. Loosen and remove the 2 top header hose clamps that are attached to the header clips fastened to the roof on both sides of the defective panel to allow the panels to be lifted up off the roof surface. Loosen the straps at the end of the row and remove the straps from the strap clips back to and including the defective panel. Lift one side of the panel header up until the header pulls out of the rubber coupling of the adjacent panel; repeat at the other end of the panel. Then pull the panel header out of the other two rubber couplings on the opposite panel. Carefully remove the defective panel from roof. Re-install the panel straps. Turn on the pump. Leave the 3-way Valve off.

**Install temporary PVC By-Pass pipes (optional):** If you would like to keep your Solar Pool Heater in operation while waiting on your warranty replacement panel(s) you can temporarily by-pass the missing panel(s) by installing 2 sticks of 51”x1 ½” schedule 40 PVC pipe for each removed panel. Before you replace the straps, simply slide each pipe into the top and bottom rubber couplings and tighten down the hose clamps to keep the pipe secure. Since there is no groove in the pipe (like the end of the header), you may need to add an additional hose clamp to each rubber coupling, reversing the direction of the hose clamp, to increase the tension around the rubber coupling and achieving a positive seal around the pipe.

**Cut the corners off of the defective panel(s):** As part of the Vortex Warranty process you are required to provide proof of date of manufacture, and that the panel was removed from service. This is accomplished by returning the 4 corners and the Vortex sticker off of each defective panel to Solar Direct. Replacement panel(s) will not be released for shipment or pickup until we have received the correct amount of corners in the correct format outlined in this document. Please follow the following format when cutting off the corners – failure to do so can result in a delay or denial of your warranty claim.

**Step 1** First locate the corner of the defective panel that has the Vortex sticker adhered to it. This corner needs to include the sticker portion of the panel along with the corner. See diagram below for example (this is the minimum requirement – additional panel board and/or header may be cut off and included if it is easier to cut; however, the Vortex Sticker and Corner Hub MUST be included).

**Step 2** Cut the remaining 3 corners off of the defective panel as show below; providing a minimum of the Header Hub with the groove. Cutting to the sizes shown with make the return package smaller and reduce the cost of shipping.



**Step 3.** Once corners are cut, place the 4 pieces with your name and address inside a small box or padded/reinforced envelope. Please make sure that your name and return address are also visible on the outside of the package. Send the package Postage Pre-Paid using the carrier of your choice to the following address (No COD's will be accepted):

Pool Heating Distributors PhD / Solar Direct  
Attn: Warehouse Processing Department  
6935 15th Street East Ste 120  
Sarasota FL 34243

As per the Vortex Warranty Policy, after receipt of the package and verification of a valid warranty claim, 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. The warranty processing fee is \$10.00 per panel. Shipping costs can range from \$50-\$100 per box depending on your location, with up to 2 panels fitting inside each box; shipped from our Sarasota Florida location. 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 would like to pick up your warranty panel(s) you must still follow the above instructions; however, you can return either the entire panel or just the corners. Your credit card will be charged for the warranty processing fee when you arrive to our office.