

TECHNICAL DOCUMENT

Subject: EnaSolar Warranty Terms

Created: April 2016

This warranty document is for on-sellers, distributors and installers purchasing EnaSolar inverters and selling direct to the end user customer.

EnaSolar will provide a 5 year manufacturers' warranty from the date of purchase, to the end customer, provided the inverters have been in the distributor's stock for no more than 6 months at the date of purchase by the end customer. If the inverter was purchased by the distributor more than 6 months prior to sale to the end customer, the distributor can only offer the customer the balance of the warranty remaining at the time of sale.

Should there be a legitimate claim, and if you are a private end user, please contact your installer, or any EnaSolar authorised dealer or distributor to lodge a warranty claim.

Please ensure that you provide the following:

- Serial number
- Purchase receipt
- Address and contact details
- Date of installation
- Description of or the nature of fault
- Relevant evidence to support warranty claim i.e. photo, logs, technical data

The EnaSolar warranty covers repair or replacement of parts or full replacement of the inverter during the warranty period. EnaSolar will decide, at its discretion, whether repair or replacement is necessary.

EnaSolar, will at its discretion elect to carry out repairs or replacement as per the following:

- Repairs at the premises of EnaSolar, or
- Repairs at the installation site, or
- Exchange the installed inverter for the same or similar model.

EnaSolar may at its discretion reimburse the installer/customer an exchange fee; not exceeding NZD \$150.00, and any exchange fee is a discretionary goodwill gesture without legal claim. In order to claim such an exchange fee, the claim must be in the form of an invoice, detail the RMA number and be lodged within 30 days of the exchange.

EnaSolar will only pay the freight for the return of a repaired and /or replaced device or unit, to a recognised main city centre only, unless determined otherwise by EnaSolar.

If through EnaSolar's technical analysis of a returned device under and during a warranty claim, the device or component is deemed No Fault Found, EnaSolar reserves the right to charge a fee not exceeding NZD \$150.00 plus any incurred freight cost and hold the device until payment has been paid in full.

When devices or components are replaced or repaired, the remaining warranty period will be transferred to the replacement or repaired device or component.



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All warranty claims are determined against the installation address, the installation procedure and compliance with our installation registration process and minimum guidelines.

This warranty is non-transferable.

The warranty does not apply if, in the judgement of EnaSolar, the product fails due to:

- Damage from shipment or storage
- Alterations or repair which may affect the reliability of operation
- Force Majeure/Sustained damage by power surges or electrical storms
- Handling or cleaning
- Incorrect installation (as per the installation manual)
- Accident
- Relocation of the product after its first installation
- Abuse, misuse or used/maintained in a manner not conforming to product manual instructions
- Any attempt to modify, make changes or unauthorised repair
- Any serial number having been removed or defaced
- Insufficient ventilation
- Cosmetic shortcomings which do not affect the inverter operation

Repair by anyone other than EnaSolar or an approved agent will void this warranty.

Nothing in this agreement will affect the end customer's statutory rights or limit or exclude liability for:

- (1) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable),
- (2) fraud or fraudulent misrepresentation;
- (3) defective products under the Consumer Guarantees Act 1993; or
- (4) any matter in respect of which it would be unlawful to exclude or restrict liability.

Supplied products are for resale for domestic and private use. We do not accept liability for any commercial, business or re-sale purpose by the end customer/end user, and do not accept liability to the end customer for any loss of profit, loss of business, business interruption, or loss of business opportunity.

No claims related to direct or indirect damage or compensation for any loss of profits or damage due to related dismantling of the inverter will be recognised unless specific liability applies.

All EnaSolar inverters are designed and certified for specific countries in order to meet that country's specific legal, certification and safety requirements. Given these requirements, customers must only install EnaSolar inverters in the country which is specified on the inverter certification document that accompanies each unit.



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There is a country code on the heat sink sticker of each inverter which specifies the relevant regional requirements. Unless the inverter has the correct country safety and electrical certification, it must not be installed. Any inverter installed in a country or region not covered by the specific country certification carries no warranty, and such use of the inverter will be at the customer's sole risk and liability.

Furthermore, any inverter installed in a country which is not covered by the specific country certification may not operate within the legal or electrical wiring regulations for that country, and you may be breaking local or regional laws and electrical wiring regulatory guidelines.

Aside from these terms and conditions of warranty our general terms and conditions of delivery apply. You can find these at www.enasolar.net/terms.

