

Deltec Energy Solutions (hereinafter “the Company”) at this moment warrant against manufacturing faults of the products for the period specified in Schedule-A under the following terms and conditions:

- a) The product must be purchased and installed solely within South Africa: This Warranty will not cover products purchased and/or installed outside these countries under any circumstances.
- b) The product must be installed and commissioned in full compliance with the installation instructions. These are available for download at www.deltecenergysolutions.co.za or www.hudacoenergy.co.za. Please note: Manuals and documentation are constantly updated; the client/installers are responsible for ensuring they have current manuals or installation packs. The installation must also meet the requirement of the Benchmark initiative (if applicable). Proof of this may be required for assessment and validation purposes. If this proof is not forthcoming, the warranty claim may be voided.
- c) The product is to be installed by qualified and certified persons only; failure to do so may void the warranty. These qualifications and certifications are region-dependent and will apply to the installation area. Installation must comply with the relevant SANS codes or equivalents per region or country regulations.
- d) The product must be installed and commissioned within defined product parameters, i.e., specifications. Failure to do so may result in warranty being declined.
- e) Installer must be registered with the DOL (Dept of Labour), ECA or other relevant bodies or organisations.
- f) A COC (Certificate Of Compliance) must be made available on request for the warranty in question. Failure to produce a valid COC may result in the warranty being void.
- g) During the assessment/repair of the product, certain information pertaining to the installation, system design and specification, compliance, etc, may be requested. Failure to produce this information may result in the warranty being declined.
- h) The warranty period will commence from the date of installation. However, suppose the installation is made more than six months after the Company dispatched the product. In that case, the warranty period will commence immediately, six months from the date of manufacture.
- i) Equipment warranty registration must occur within 7 (seven) days of project commissioning. Failure to register the warranty may result in the warranty being made void. The product must be confined to domestic or light commercial use only.
- j) For this Warranty, “light commercial use” is a semi-domestic commercial environment including but not limited to hair salons, small shops, and pubs). Should confusion arise regarding the determination of “light commercial use”, the decision on the determination of the Company will be final.

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- k) The product must be well-maintained, following the User Manual guidelines. Failure to maintain the product, poor servicing, or lack of servicing of the products might invalidate this warranty. Proof of servicing by competent servicing centres might be required to obtain warranty facilities.
- l) The product must not be moved from the original place of installation without the Company's prior consent.
- m) During the Warranty period, the product must not be serviced, repaired or altered in any way by any third party. Any change, alteration, modification or servicing from anyone other than the Company will invalidate the warranty with full effect.
- n) Following the servicing, repair, or replacement, the Company will take up any parts or products removed from your product as owner. You will not have any claim for such parts or products.
- o) Repairs carried out under 'warranty' are covered by the balance of the manufacturer warranty as of the date of purchase of the equipment. In the case of inverters, this will be 5 years from purchase.
- p) Costs of repair: Labour parts used will be covered under warranty. If the repair is classified as 'out of warranty', all fees will be charged to the client/installer's account. No installation/reinstallation costs will be considered. Transport courier costs may be considered in certain circumstances. These costs and payment of such are at the discretion of the company.
- q) Any repairs or rebuilds not covered by the 'warranty' will be subject to a 1 (one) year warranty on parts replaced for repair. Total rebuilds will be covered by a 1 (one) year warranty from the invoice date.
- r) Goods not collected within 3 (three) months will be sold to defray expenses.
- s) Any advice is given and taken at the client's risk. It is stated that technicians are not qualified PV installers and, therefore, are not held liable for any damage due to the advice given or taken.
- t) Any equipment left in the care of Deltec Energy Solutions is at the owners' risk. No responsibility is accepted for any loss or damage through any cause whatsoever.

Warranty Limitations

This Warranty does not include:

- a) Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use.
- b) Any condition resulting from incorrect or inadequate maintenance or care

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- c) Damage resulting from misuse, abuse, negligence, accidents, theft, tampering, flood, explosion, lightning or high surge events, storms, frost, shipping damage, adverse weather, utility failure, or other similar event.
- d) Dissatisfaction due to buyer's remorse.
- e) Normal wear and tear.
- f) Damages incurred during transportation.
- g) Damages incurred during assembly or maintenance (unless assembly or maintenance has been carried out by the Company or a duly appointed person).
- h) Any unauthorised adjustments made to the product by a third party.
- i) Any upgrading/improvement work required due to enacting a new law, (Health & Safety or otherwise). In case of any limitations or changes in the legislation of the country where the product is installed, it will be the customer's sole responsibility to ensure compliance at their own cost.

High Voltage (HV) inverter range

Terms and conditions concerning the HV series of inverters are as per the above stipulations and include the following:

- 1) Installation is by qualified persons only.
 - a. Recognised 3-phase or equivalent electrical qualification as per region or country.
 - b. Completion of recognised HV (High Voltage) qualification concerning installing and commissioning HV systems.
- 2) The Company makes no express warranty or condition, whether written or oral and disclaims all warranties and conditions not stated in this limited warranty. The Company disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose.
- 3) The consumer must file all warranty claims to the retailer of this product, who in turn is to contact the manufacturer regarding any warranty return or replacement. The Company will not handle claims from the consumer directly. Please retain invoices for obtaining warranty facilities.
- 4) Failure to submit supporting documents, evidence, or information as requested by the company during assessment or for any other reason may render the warranty claim unsuccessful.
- 5) The warranty period specified in Schedule A cannot be extended under any circumstances.
- 6) All claims under this Warranty Statement must be made within the warranty period.
- 7) The decision of the Company regarding any issue relating to this warranty statement is at the company's discretion and is final.
- 8) The company accepts no responsibility for any injury, death, property damage or similar claim caused by the misuse, incorrect installation, or disregard of the stated warranty

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conditions. This includes failure to abide by the laws, regulations, and specifications laid down by the country, region, or area where the product has been installed.

Schedule A

The warranty period of the products will depend on its type or model type. Below is a demonstration:

Brand	Warranty period	Warranty extension	Conditions
Sungrow HV Inverter	5 Years	Available	See https://www.sungrowpowerservice.com/Files/Warranty/Sungrow%20Manufacturer%20Warranty_A PAC_202105.pdf
Sungrow HVBattery	10 Years	Available	See https://www.sungrowpowerservice.com/Files/Warranty/Sungrow%20Manufacturer%20Warranty_A PAC_202105.pdf
Sungrow String Inverter	5 Years	Available	See https://www.sungrowpowerservice.com/Files/Warranty/Sungrow%20Manufacturer%20Warranty_A PAC_202105.pdf
Jinko Solar Panel	10 Years	Not available	See https://www.jinkosolar.com/uploads/JinkoSolar-Global%20Limited%20Warranty%20(R112318)-EN.pdf
Victron products minus batteries	5 Years	Yes	See https://www.victronenergy.com/upload/documents/Victron-Energy-Limited-Warranty-Policy-2023.pdf
Victron lithium Battery	3 Years	No	See https://www.victronenergy.com/upload/documents/Victron-Energy-Limited-Warranty-Policy-2023.pdf
APD Inverter	5 Years	No	See https://primevolt.com.tw/staging/wp-content/uploads/2022/10/Warranty-Statement-Hybrid-inverter-Ver1.1.pdf

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Sunwoda Battery	10 Years	No	See https://www.beltrona.de/media/bf/42/53/1720532313/Sunwoda%20Energy%20Battery%20Garantiebestimmungen.pdf
Luminous Inverlast Lead-Acid Battery	1 Year	No	See https://www.luminousindia.com/manuals/inverlast-wc.pdf
Luminous Inverter	2 Years	No	Will be loaded onto the website

The Warranty does not apply to the following products:

- Product installed on boats that fall outside the remit of section 'o';
- Consumables as specified by the Company, including but not limited to: fixings, glues, cables, ducting, replaceable batteries, light bulbs and other consumables;

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