

Limitless Solutions – Limited Warranty Aluminum Mounting

Scope of Warranty:

Limitless Solutions (“LS”), with its principal place of business located at F105 – F110, Fars Complex, B-43, block 13A, Gulshan-e-Iqbal Karachi, warrants to the original purchaser (called “Purchaser”) of Solar panel mounting products (called “**Aluminum Mountings**”), that the components of the Aluminum mountings will be free from substantial defects in material and craftsmanship, visible peeling, cracking & chalking under normal atmospheric conditions & near sea, if the aluminum mountings are installed according to the installation guide.

Warranty Period:

The Warranty will consist of

- (i) Warranty covering the components of the Aluminum Mounting (the “Mechanical Warranty”),
- (ii) Warranty covering the powder coating, and anodized finish of the Products (the “Product Finish Warranty”).
- (iii) The Mechanical Warranty is made for ten (10) years and the Product Finish Warranty is made for five (5) years, in each case from the earlier of
 - a. The date of installation completion of the Products, or
 - b. Thirty (30) days after the purchase of the Products by the Purchaser (the “Warranty Period”) whoever comes first.

Warranty Remedies:

LS will, at its sole option, either repair or replace any Products or components of the Products that, within the Warranty Period, fail to meet the performance standards set forth in this Warranty Document without any charge excluding transportation cost.

If LS is unable to repair or replace a defective Product or component within a reasonable time, LS will, either replace the defective Product or component with a functionally equivalent Product or repair the defective product.

Restrictions on Warranty Scope:

This Warranty covers only the Aluminum Mountings, and not PV modules, electrical components and/or wiring used in conjunction with the Aluminum Mountings or any other materials not provided by LS.

- The Product Finish Warranty does not apply to any foreign residue deposited due to installations in corrosive atmospheric conditions i.e. acidic environment etc.
- This Warranty does not cover damage that occurs during shipment, storage, or installation, or from force majeure acts including fire, flood, earthquake, storm, hurricane or other natural disaster, war, terrorist activities, acts of foreign enemies and criminal acts.

- The Product Finish Warranty is void if cleaning or maintaining the Product is not according to the norms set by AAMA 609 & 610-02 i.e.
 - ✓ Never use aggressive alkaline or acid cleaners like trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, fluorides, or similar compounds.
 - ✓ Avoid cleaning hot & sun-heated surfaces
 - ✓ Do not use excessive abrasive rubbing to remove stubborn stains
- This Warranty shall be void:
 - ✓ If the Product is not installed in accordance with installation guide,
 - ✓ If the Products have been modified, repaired, or reworked in a manner not previously authorized by LS in writing.

Making a Warranty Claim:

If Purchaser believes that it has a claim for repair or replacement under this Warranty, Purchaser must contact LS Service Department via email within thirty (30) days of the end of the applicable Warranty Period to initiate the warranty claim process.

Email: support@ls.com.pk

Any claim under the above Warranty must include proof of product installation date, copy of invoice and image of defect.

Other Conditions:

This Warranty allocates risks of product failure between Purchaser and LS. The agents, employees, distributors and dealers of LS are not authorized to modify this Warranty nor to make additional warranties binding.