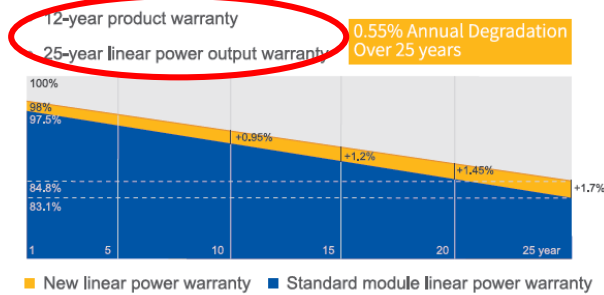


Warranty Guide – Imported Solar Products

Solar PV Panel:

Typically the warranty of Solar PV panels is mentioned on its datasheet as below:



1. Product warranty – 10-15 years depending on brand
2. Performance warranty – 25-30 years depending on brand

The detail for both is as under:

1. Product Warranty

This warranty refers to repair/replacement of malfunctioned/non-operative solar panels due to any defect in manufacturing.

This malfunctioning is tested by standard laboratories mentioned by manufacturer and its reports are sent to manufacturer for claim purpose.

If the claim is valid then panels are either replaced or repaired by manufacturer but its transportation and clearance charges are paid by client.

Limitations of warranty claims:

- a) This warranty is only applicable when solar panels are installed according to the manufacturer's installation manual.
- b) Warranty is void if the reasons for malfunctioning are as under:
 - (i) Misuse
 - (ii) Vandalism
 - (iii) Alteration in Solar Panels
- c) Warranty claims will not be honored if the type or serial number of panels have been altered, removed or made illegible.
- d) Warranty is not claimable in following conditions:
 - (i) Natural disasters such as fire, flood, blizzard, hurricane, thunder, acts of God
 - (ii) Changes of public policies, terrorism, war, riots, strikes
 - (iii) Unavailability of suitable and sufficient labor or materials
 - (iv) Other events which are out of control

2. Performance warranty

This warranty is claimable when the power output of solar panels are degraded more than the set values by manufacturer. Generally the set values are:

- a) **2.5% -3%** degradation from the nominal power value in first year
- b) **0.5%-0.7%** degradation per year from the nominal power value till 25years

Panel's performance is tested by standard test equipment and its reports are sent to manufacturer for claim purpose.

If the claim is valid then panels are either repaired by manufacturer or power losses is compensate by additional panels and its transportation charges are also paid by some of the manufacturers.

The panels that are accepted for claim under warranty are returnable to the manufacturer.

The Product Warranty and Power Warranty do not cover any costs associated with installation, removal or re-installation of the panels and customs clearance or any other costs for return of the panels.

Solar Inverter:

Typically the warranty of Solar inverters starts from the date when it is shipped to specific country and covers maximum six years from the date of shipment, but it is extendable as per requirement on extra charges.

Inverter warranty refers to the fact that the Inverters will be free from defects in materials and workmanship.

If an Inverter or its accessory is defective in materials or workmanship within the applicable warranty period, manufacturer will either repair it or replace it on its own discrete.

Limitations of warranty:

Any defect caused by the following circumstances will not be covered under warranty:

- a) If the installation and commissioning of inverter is not according to the installation guide of the manufacturer
- b) Unauthorized person repairs the Inverter
- c) Grid code is not selected according to standards of available grid or any mishap from grid side that damage the inverter.
- d) Improper use or misuse of the Inverter including
 - (i) Accidents
 - (ii) Vandalism
 - (iii) Natural disasters such as fire, flood, blizzard, hurricane, thunder, acts of God
 - (iv) Changes of public policies, terrorism, war, riots, strikes
 - (v) Unavailability of suitable and sufficient labor or materials
 - (vi) Other events which are out of control
- e) The Inverter is damaged during the transportation
- f) The Inverter is damaged due to improper storage before installation
- g) Inverter is installed in an area with insufficient ventilation

For warranty claim or in case of any fault, you should contact the Installer to arrange preliminary troubleshooting and contact the manufacturer for further claim process.

Note:

Above data is based on our best knowledge and according to all available data of tier-1 products in Pakistan. Rest it is important to check all documents before buying as this investment is very massive.