

# Manufacturer's Warranty - Africa

## Warranty Agreement Terms and Conditions

1) Global Tech China Limited and Sunsynk Limited (hereinafter "the Company") hereby 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 within one of the following Jurisdictions: United Kingdom (including Isle of Man and the Channel Islands); European Union; Norway; Ukraine; Türkiye; Israel (including Gaza Strip, West Bank, and Golan Heights (sometimes referred to as the Palestinian Territories)); Jordan; the Sinai Peninsula; South Africa; Namibia; Botswana; Zimbabwe; Tanzania; Congo (DRC); Ivory Coast; Ghana; Kenya; Malawi; Nigeria; Zambia; Hong Kong; Chile; Australia; New Zealand; Malaysia; Philippines; Papua New Guinea; Singapore.
- b. The product must be installed and commissioned in full compliance with the installation instructions, these are available for download on [www.sunsynk.org](http://www.sunsynk.org). Please note: Manuals and documentation are constantly updated; it is the client/installers responsibility to ensure that 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 then the warranty claim may be void.
- c. Product is to be installed by qualified and certified persons only, failure to do so may result in the warranty being made void. These qualifications and certifications are region dependant and will apply as to the region of installation. Installation must be in compliance with the relevant SANS codes or equivalent as per region or country regulation.
- d. 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 needs to 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 date of installation. However, if the installation is made after more than six months from the date on which the product was dispatched by the Company, the warranty period will commence immediately after six months from the date of manufacture.
- i. Equipment warranty registration needs to take place within 7 (seven) days of commissioning of the project, failure to register the warranty may result in the warranty being made void.
- j. The product must be confined to domestic or light commercial use only. For the purpose of this Warranty, "light commercial use" is referred to as a semi domestic commercial environment including but not limited to hair salons, small shops, pubs). Should a confusion arise regarding the determination of "light commercial use", the decision on the determination of the Company will be final.
- k. The product must be well-maintained in accordance with the User Manual guidelines. Failure to maintain the product, poor servicing or no servicing of the products might result in invalidation of 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 prior consent of the Company.
- 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 whatsoever from anyone other than the Company will invalidate the warranty with full effect.
- n. Following the servicing, repairment or replacement, any parts or products removed from your product will be taken as owner by

the Company. You will not have any claim for such parts or products.

- o. Repairs carried out under 'warranty' are covered by the balance of manufacturer warranty as of date of purchase of the equipment. In the case of inverters this will be 5 years from date of purchase.
- p. Costs of repair: Labour, parts used will be covered under warranty. If the repair is classified as an 'out of warranty' repair, then all costs will be for the client/installers account. No installation/reinstallation costs will be considered. Transport, courier costs may be considered in certain circumstances. These costs and payment of such is 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 repaired. Total rebuilds will be covered by a 1 (one) year warranty from date of invoice.
- r. Goods not collected within 3 (three) months will be sold to defray expenses.
- s. Any and all advice is given and taken at client's risk, it is stated that technicians are not qualified PV installers and therefore are not held liable for any damage as a result of advice given or taken.
- t. Any equipment left in the care of Global Tech Sunsynk SA is at owners' risk, no responsibility is accepted for any loss or damage through any cause whatsoever.

## 2) 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.
- 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 any 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 as a result of enactment of 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 sole responsibility of the customer to ensure compliance at their own cost.

## High Voltage (HV) Inverter Range

Terms and conditions in relation to the HV series of inverters are as above stipulations, and include the below:

- 1) Installation is by qualified persons only.
  - Recognised 3 phase or equivalent electrical qualification as per region or country.
  - Completion of recognised HV (High Voltage) qualification in relation to the installation and commissioning of HV systems.
- 2) Warranty is dependent on inverter being installed in conjunction with approved battery or energy storage system as per Sunsynk HV Battery Compatibility list. Necessary training or qualification is required per battery type i.e. manufacturer, for the warranty to be valid.
- 3) Proof of the above may be requested, failure to produce as requested may result in warranty being void.

- 4) The Company makes no express warranty or condition whether written or oral and the company expressly 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.
- 5) All warranty claims must be filed by the consumer 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.
- 6) 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.
- 7) The warranty period specified in Schedule A cannot be extended under any circumstances.
- 8) All claims pursuant to this Warranty Statement must be made within the warranty period.
- 9) The decision of the Company regarding any issue relating to this warranty statement is at the company's discretion and is final.

- 10) 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 conditions. This includes failure to abide by the laws, regulations and specifications as laid down by 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:

- Inverters 5 Year warranty
- Solar Panels 15 Year warranty
- Alarms 3 year warranty
- Batteries 5/10 year warranty
- Control gear 10 year warranty
- Power banks 2 year warranty
- Light fittings 2 year warranty
- Air conditioners 5 year warranty

The Warranty does not apply to the following products:

- Consumables as specified by the Company, including but not limited to: fixings, glues, cables, ducting, replaceable batteries, light bulbs and other consumables.

<b>Date of Purchase:</b>	<b>Installer Name:</b>
<b>Installer Address:</b>	<b>Installer Contact Number:</b>

Inverter	
<b>Rating</b>	<b>Serial Number</b>

<b>Installer Signature &amp; Printed Name:</b>	<b>Date Signed:</b>
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<b>Receipt Signature &amp; Printed Name:</b>	<b>Date Signed:</b>
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**CONTACT** For any queries, the seller can be contacted at: Email: [support@sunsynk.com](mailto:support@sunsynk.com)  
 UK: +44 151 832 4300 SA: +27 10 100 3589 9am - 5pm Local Time For out of hours please call: +44 151 832 4305

**Additional Notes:**

**INCORRECT DATA INPUT WILL RESULT IN THE WARRANTY BEING VOID**