



General Terms of Guarantee for SolarMax Products

SolarMax Productions GmbH (hereafter SOLARMAX) guarantees the correct function and absence of defects of your SolarMax tools for a particular, device -specific duration of guarantee. This duration of guarantee can be prolonged by an extension of guarantee according to these Terms of Guarantee.

This manufacturer's guarantee exists in addition to legal warranty obligations of the vendor. In case of a content overlap, the claim under the manufacturer's guarantee takes precedence, to the extent permitted by law, over the claim from warranty.

For the assertion of warranty claims please contact your vendor.

1. Basic Guarantee BASIC

The services of the Basic Guarantee are only provided free of charge in countries released by SOLARMAX at the time of installation. Please clarify this with your dealer. You will find a current list of these countries in the appendix or on our homepage. On request we are happy to send you this list.

a) Duration of Guarantee BASIC

String Inverters:

- 60 months starting from purchase date, but max. 72 months after delivery of the device by SOLARMAX

Central Inverters:

- Series C/S/TS/TS-SV: 24 months from purchase date, but max. 30 months after delivery of device by SOLARMAX
- Series RX: 60 months from purchase date, but max. 66 months after delivery of device by SOLARMAX

Accessories:

- 24 months from purchase date, but max. 30 months after delivery of device by SOLARMAX
- Junction-Box 32HT2: 60 months from purchase date, but 72 months after delivery of device by SOLARMAX

Deviating written confirmation from SOLARMAX have priority.

b) Scope of Guarantee BASIC

If a device shows a defect or malfunction within the duration of guarantee and if the conditions for the assertion of warranty as defined below are met, the device or device parts will be repaired or replaced by SOLARMAX free of charge at its discretion within an appropriate period of time, as shown below, provided that this is not disproportionate or impossible.



Free Replacement: This contains the provision of equivalent replacement devices or parts, which can be dispatched step by step against return of the defect devices or device parts or can be also delivered by order.

Free On-Site-Replacement: This contains material cost as well as labor and travel expenses of SOLARMAX staff or staff authorized by SOLARMAX, insofar as it was send to the operation site by SOLARMAX.

Further-reaching claims, especially claiming the replacement of direct and indirect damages, founded by the defect of the device or cost incurred by the implementation and removal or lost profit, are not covered by this guarantee.

2. Assurance of Repair and Replacement

SOLARMAX will provide repair material and replacement devices during the duration of guarantee in its discretion.

If repair material or replacement devices for particular devices are not available anymore, the following applies:

SOLARMAX is authorized to install the device, which needs to be replaced, with a comparable device with an equivalent or higher performance.

Necessary technical adjustments of the replacement device for the installation of such a replacement device are covered by the guarantee for expenditure of time and material to the extent of up to 10% of the list price of the replacement device.

Not covered by the guarantee are, if need be, a required replacement and a connection of peripheral devices as well as, if need be, required adjustments of surrounding devices of an inverter (such as supply cord, ventilation and safety devices).

SOLARMAX does its level best to minimize the extent of adjustment.

If there is no replacement material available at a reasonable expense, SOLARMAX is authorized to replace the defect device. In this case the above mentioned terms of replacement are applicable.

3. Duration of Guarantee for Device Repair/ Device Replacement

In case of repair or replacement of devices within the scope of the guarantee, the remaining duration of guarantee of the original device applies to the repaired/ replaced device.

4. Exclusion of Guarantee Services

Especially in following cases the guarantee claim is cancelled:

- In the event of transport damage or external influences
- In the event of interference, changes, repairs by non-SOLARMAX-authorized staff or on one's own
- In the event of inappropriate use, incorrect operation and installation
- In the event of neglecting operating, installation and maintenance instructions
- In the event of non-compliant surrounding conditions (such as lack of ventilation, humidity, dust pollution, etc.)
- In the event of higher force (such as lightning, overvoltage, water damage, fire etc.)

Not covered by the guarantee are wear parts, especially fuses and overvoltage protection

5. Assertion of Guarantee

For the assertion of the guarantee the SOLARMAX hotline must be contacted by phone or in written form and their instructions must be followed carefully.

You will find the Hotline number for your country on our homepage.

Please hold the series number, the article description, a short description of the defect and the purchase receipt ready.

Transactions in order to solve guarantee cases carried out by the buyer without the coordination with and approval by SOLAR MAX will not be compensated.

In case of neglecting this procedure SOLARMAX reserves the right to decline the delivery of of the guarantee service.

6. Exclusion of Guarantee

SOLARMAX reserves the right to temporarily or finally exclude the guarantee, if the parameters of the plant do not allow a proper function of the devices (e.g. in the event of a parameter as set out in number 4)

The exclusion of guarantee can be cancelled in accordance with SOLARMAX.

Therefore it is necessary to have a written confirmation by SOLARMAX, in order to restart the guarantee terms.

7. Guarantee Extension

For devices with the Basic Guarantee BASIC the duration of guarantee can be prolonged by purchasing a guarantee extension within the following time periods. An extension for specific devices can be purchased on the basis of limited services. The extensions being available per device can be found on our homepage. The purchase of a guarantee extension will be confirmed by SOLARMAX with a Guarantee Certificate (Series Number of Product).

In case of a replacement this certificate will not be adjusted to the new series number. In this way the guarantee extension stays unaffected.

a) Time Limit for entry into Guarantee Extension

String Inverters/ Junction-Box 32HT2: The extension of the guarantee can be purchased within 60 months starting from purchase date, but within max. 72 months after delivery of the device by SOLARMAX.

Central Inverters: The extension of the guarantee can be purchased within 3 months starting from purchase date, but max. 12 months after delivery of the device by SOLARMAX

b) Scope of the Guarantee Extension

The Scope of the Guarantee Extension contains all services of the Basic Guarantee BASIC.

c) Conclusion of a Guarantee Extension



In order to purchase a Guarantee Extension, it is necessary to fully complete and hand in a Guarantee Extension form.

The Guarantee Extension is completed with a written confirmation by SOLARMAX, the receipt of the Guarantee Certificate and the payment by the customer.

Deviating written confirmation from SOLARMAX have priority.

8. Conditions after the Extension of the Guarantee

The cost for repair and replacement after the extension of the guarantee period will be charged at cost. SOLARMAX ensures the repair and replacement ability beyond the guarantee period at its own discretion.

9. Applicable Law, Place of Jurisdiction

The Law of the Federal Republic of Germany is applicable, Place of Jurisdiction shall exclusively be Augsburg/ Germany, as far as this is permitted by law.

Appendix Country List:

Austria, Belgium, Bulgaria, Czech Republic, Denmark, France, Germany, Greece, Italy, Liechtenstein, Luxembourg, Netherlands, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom