

# 10-Year Extended Warranty

## Warranty Agreement Terms and Conditions

This document lays down the Limited Warranty Agreement (“Warranty”) of the sales of Sunsynk Inverter along with Ion Battery with Accessory Components (“Inverter” and “Battery” collectively as “Products”) by Sunsynk Limited & Global Tech China Ltd (“Seller”) regarding your (“Buyer”) purchase of the aforementioned products for a period of ten years from the date of purchase thereby; The agreement is subject to the conditions described below. Global Tech China is not obliged to notify any Buyer, or future Buyer, after a certain date about any possible amendments or the non-applicability of this Limited Warranty regarding the supplied Products (hereinafter referred to as the ‘Products’). This Warranty only applies to a sales agreement between Global Tech China and the Buyer in instant case. By making purchase of the Products, it would be deemed that the Buyer also accepted terms of this Warranty Agreement.

**1. PURPOSE** The primary purpose of this Warranty Agreement is to clearly define and lay down the terms and conditions related to the sale andarranty Policy of the Products.

**2. BATTERY WARRANTY** The parties agree that if any Product is found defective during the warranty period, the Product shall be re-paired or replaced.

The battery shall have the following warranties:

- Battery BMS is guaranteed to five years;
- Battery cells have a ten years warranty or 6000 cycles;
- In case, after passage of five years, battery cell is found faulty, the cell would be replaced free of charge excluding labour charges.

**3. INVERTER WARRANTY** The parties agree that the Inverter has cumulative ten years’ warranty period. If during the warranty period, is found defective, the warranty shall be applicable as:

- Standard five years’ warranty for all parts including labour charges;
- Additional five years’ warranty on all major components excluding labour charges and LCD component/part installed on it thereby.

**SPECIAL CONDITIONS OF WARRANTY:** The warranty in respect of Products shall only be applicable, if and only when the Product:

- is purchased from Sunsynk or an authorised reseller in the territory; and
- the Product bears the original Sunsynk serial number; and
- is installed in a battery module in the territory; and
- is installed, operated and maintained in accordance with the Product Instructions; and
- is being used on a daily cycle basis and only for energy storage system, (Cycle life per year: Must be below 700 times).

*Proviso: The warranty shall become inapplicable if the defect in or failure of the Product’s performance is attributable to the buyer’s misuse, abuse, accident or non-observance of the Product instructions and manuals.*

**4. GENERAL TERMS AND CONDITIONS OF WARRANTY** By virtue of this agreement, the Products manufactured and supplied by the Global Tech China Limited and Sunsynk Limited are given warranty against material and manufacturing faults during the duration of the warranty period subject to following general terms and conditions:

- That the Product must be purchased and installed within one of the following Jurisdictions: United Kingdom, The Republic of Ireland, The Isle of Man, The Channel Islands, South Africa, Namibia, Zimbabwe, Botswana Hong Kong and Australia.
- That the Product must be correctly installed and commissioned in accordance with the installation instructions/manuals of the Product and they must meet the requirements of the Benchmark initiatives.
- That the warranty period will commence from date of installation of the Product, unless the installation is made after six months from the date on which the Product was dispatched by us, in such case, the warranty period will commence six months from the date of manufacture of the Product.
- That the Product would be fit for claiming warranty.

**5. CONDITIONS FOR CLAIMING WARRANTY** Following are the necessary conditions for the Product to be warranty complaint and eligible for warranty claims from the seller and authorized re-seller:

- The Product is made only for efficient usage in domestic and light commercial purposes, (Light commercial means and includes a semi domestic/commercial environment, including hair salons, small shops, pubs etc.), hence, it must be used accordingly;
- For the Product to be warranty complaint, it must be used, kept and maintained in accordance with the seller/manufacturer’s instructions. The Products be repaired and serviced as per manuals

and from authorised agents. The record of such maintenance and service be maintained and produced at time of claiming warranty.

- The Product would be warranty complaint as long as it is not moved, re- installed or transferred to any other place from original place of installation without authorisation.

During the guarantee period any Product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that:

- Seller authorises or carries out the repair or replacement work by himself;
- The Product is returned to the Hong Kong or UK depot in accordance with terms laid down;
- The seller will not accept or reimburse the costs to any third party who undertakes to do any work on the Product;
- The guarantee period will not be extended in case of any repair or replacement of any Product or part, no new period of warranty of that particular Product shall commence, rather any remaining warranty shall continue;
- In case of any replacement of Product, the replaced product would be deemed to be Seller’s property;
- Any claim made under the terms and conditions of this warranty must be made within the warranty period;
- Only parts of Products that are permanently installed on Moored House Boats are covered by warranty.

**6. HOW TO CLAIM** Following shall be procedure for claiming warranty: At time of claiming warranty.

The Buyer/user shall contact seller and provide:

- Invoice for the procurement of the Product;
- Product serial number and initial installation date;
- Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity;
- Seller may require Buyer to complete root analysis testing of the Product to provide evidence supporting the claim;

After the claim, final verification of the claim will be made by Sunsynk Limited & Global Tech China Ltd. The seller reserves the right to refuse exchange requests where adequate information is not provided.

- For replacement and claiming warranty, the seller can be contacted at Email: support@sunsynk.com.
- In case of any dispute with Seller/Sunsynk’s verification of the claim, the Product must be evaluated by European Government Certified Testing Laboratory or a Certified 3rd Party Testing Company. In such cases, the Buyer shall bear the expenses of any 3rd Party Evaluation Service charges.  
(If the claim of Buyer is proved valid, Sunsynk will be responsible for the bearing all the testing charges).
- In case of non-availability of any particular product while claiming warranty, Sunsynk may, at its discretion, replace the Product with a refurbished Product or different Product or parts with equivalent/ similar functions and performance.
- It is also made clear that replacement of the battery, components or Products may not be brand new but with same quality and specifications as compliant/equivalent with the claimed product specifications.

**7. EXCLUSIONS** Following instances shall render the warranty inapplicable solely:

- If any warranty is claimed on the accessories and tool kits provided with the Products sold as these items are excluded from list of Products covered in warranty;
- In case of expiry of warranty period specified above or in instance of any act or commission of theft of Product or of its any component or part;

- iii. In case of degradation general cell life;
- iv. If the Product is installed/used with any inverters or charger or inverters are used in any such unauthorised manner which have not been certified by Sunsynk to be used;
- v. If the Product is used including but not limited to improperly, negligently, inappropriately, using the Product outside the recommended ambient temperature conditions as set out in Product Instructions, the warranty shall not be applicable;
- vi. If the product is damaged during including but not limited to negligent dropping, trampling, deforming, impacting, or spearing with a sharp item;
- vii. If any work including but not limited to storage, installation, commissioning, modification or repair of the Product is performed by any private person, other than Sunsynk or a Sunsynk's certified installer;
- viii. In case of any abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Sunsynk;
- ix. In case of any illegal and unauthorized attempts to extend or reduce the life of the Product without written confirmation by the seller, whether by physical means, programming or others;
- x. In case of unauthorised and unwarranted removal, shifting and re- installation of Products at another place without written confirmation of seller and following necessary protocols;

- xi. If the Product is negligently brought in contact with water, conductive dust particles, corrosive gases or is connected with the different battery type modules or batteries manufactured from another seller and not approved by the present seller;
- xii. If the Product becomes defective or is damaged due to improper usage, unauthorised access or non-confirmation with the user manuals;
- xiii. The apparent deterioration, superficial defects, dents or marks that impact the performance of the Product that occur due to usage and with passage of time and space;
- xiv. In cases, where the Buyer has tampered with or modified without seeking permission by the seller and in consequent thereof; the serial number of product becomes undecipherable or Buyer refuses to provide the serial number to the seller at time of claiming warranty;
- xv. The Product is not suitable for supplying or running any life-sustaining medical devices and any such activity shall not applicable to claiming of warranty on account of any inefficient usage;
- xvi. In case of Inverter being connected with the battery component that is not compatible with Sunsynk inverters
- xvii. The consumables including but not limited to fixings, glues, cables, ductings, replaceable batteries, light bulbs and other consumables does not bear any warranty;
- xviii. In case of any unauthorised adjustments made to the Product by a third party, the warranty shall of the product shall cease to exist;

**8. LIMITED WARRANTY** This is a limited warranty, which excludes, among others: installation, provide access to Products and special, incidental, and consequential damage (such as loss of revenue/profits, damage to property) arising out of any defective or faulty nature of the Product.

**9. ITEMS UNDER WARRANTY**

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

Battery		Inverter	
Rating	Serial Number	Rating	Serial Number

<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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**10. CONTACT** For any queries, the seller can be contacted at: Email: 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:**

# Manufacturer's Warranty

## 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 countries: The United Kingdom, the Isle of Man, the Channel Islands, South Africa, Zimbabwe, Botswana, Hong Kong, Australia and Namibia. Products purchased and/or installed outside of these countries will not be covered by this Warranty under any circumstances.

b. The product must be installed and commissioned in full compliance with the installation instructions provided with the product packages. The product 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. 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.

d. 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.

e. 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.

f. 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.

g. The product must not be moved from the original place of installation without prior consent of the Company.

h. 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.

i. 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.

j. 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.

k. 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.

l. Goods not collected within 3 (three) months will be sold to defray expenses.

m. 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.

n. 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, storms, frost, shipping damage, adverse weather, 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.

**3. 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.

**4. 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.

**5. The warranty period specified in Schedule A cannot be extended under any circumstances.**

**6. All claims pursuant to 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 final.**

### Schedule A

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

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

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;