

WARRANTY CONDITIONS

Your SolMate is covered by a 2-year warranty. Additional product and performance warranties apply to the individual components and are guaranteed by the respective manufacturer.

These are currently as follows:

- **Warranty:** 2 years (free service or replacement of components if necessary, incl. transportation costs).
- **Performance guarantee:** 25 years on the rigid photovoltaic panels of the G systems. This warranty must be claimed by the customer directly from the manufacturer under the manufacturer's warranty conditions. Further information on the panels can be found at www.eet.energy/downloads
- **Product warranty:** 15 years on power electronics (inverters). This warranty must be claimed by the customer directly from the manufacturer under the manufacturer's warranty conditions.

The warranty applies from the date of delivery, the voluntary product and performance warranty applies from the invoice date.

THE WARRANTY DOES NOT APPLY

- in the event of improper installation and handling of the components
- in the event of deep discharge of the battery (e.g. if the storage system is not used for a longer period of time and has not been shut down properly beforehand, is not connected to photovoltaics, etc.)
- in the event of damage or alteration by the customer or third parties (accident, transportation, etc.)
- in the event of damage due to natural hazards (fire, flood, etc.)
- in the event of disregard of the safety and warning instructions or operating errors as well as improper operation or use
- in the event of improper use (e.g. use of unsuitable photovoltaic panels, polarity reversal, overvoltage damage)