

## Product Warranty

### Warranty for solar water heaters

#### 1. Limited Product Warranty 5-Year

—warrants its solar water heaters, to be free from defects in materials and workmanship under normal, application, installation, use and service conditions. If the solar water heaters fail to conform to this warranty, then for a period ending sixty (60) months from date of sale to the original end-customer (“ the customer”). — will, at its option, either repair or replace the product, or refund the purchase price as paid by the Customer (“Purchase price”). The repair, replacement or refund remedy shall be the sole and exclusive remedy provided under the limited Product Warranty and shall not extend beyond the sixty (60) month period set forth herein.

A: 5 years

For the solar water heaters,

If within five(5) years from date of sale to the Customer any damage caused by the quality as specified at the date of delivery in 's Product information Sheet, due to defects in material or workmanship, — will replace the defective solar water heater by providing to the customer additional one to make up such loss in next orders.

B: 15 years

For the glass tubes,warrants:

If, Within 15 years from date of sale to the Customer, any damage caused by the quality as specified at the date of delivery on product information Sheet, due to defects in material or workmanship, — will replace the glass tubes .( only covers the damage caused after its normal installation,do not cover the damage during the transportation or bad installation).in next orders.

C. 1 years

For the fittings ,warrants:

If within 1 year from date of sale to the Customer ,any damage caused by the quality as specified at the date of the delivery on the product information sheet, due to defects in material or workshop, ----- will replace the defective fittings (include the controllers, electrical heaters , water pumps )by providing to the customer additional one to make up such loss in next orders.

#### 2 Exclusions and limitations

A: Warranty claims must in any event be filled within the applicable Warranty period.

B: The limited Warranties do not apply to any solar water heaters which in —s absolute judgment have been subjected to:

- Misuse, abuse, neglect or accident;
- Alternation, improper installation or application;
- Non-observance of —'s installation-users and maintenance instructions;
- Repair or modifications by someone other than an approved service technician of —;

- Power failure surges, lighting, flood, fire, accidental breakage or other events outside \_\_\_\_\_'s control.

C: The limited Warranties do not cover any transportation costs for return of the solar water heaters or for reshipment of any repaired or replaced or replaced solar water heaters, or cost associated with installation, removal or reinstallation of the solar water heaters .

### **3 Obtaining Warranty Performance**

If the customer feels he/she has a justified claim covered by this limited Warranty. He/she must immediately notify the (a) dealer, who sold the solar water heaters, or (b) any authorized \_\_\_\_\_ distributor, of the claim in writing, or (c) send such notification directly to the dealers. Together with the notification Customer should enclose evidence of the date of sale on which the Solar Products have been purchased. If applicable, Customer's dealer or distributor will give advice on handling the claim. If further assistance is required, Customer is invited to write \_\_\_\_\_ for instructions, The return of any solar water heater will not be accepted unless prior written authorization has been given by, and the real photo of the damaged solar water heater should be enclosed.

### **4 Severability**

If a part, provision or clause of this limited Warranty, or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of the limited Warranty, and to this end such other parts, provisions, clauses or applications of this Limited Warranty shall be treated as severable.

### **5 Disputes**

No action, regardless of form, arising out of or in any way connected with this limited Warranty, may be brought by Customer more than one (1) year after the cause of action has accrued.

### **6 Various**

The replacement of the solar water heaters, does not cause the beginning of new Warranty terms, nor shall the original terms of this limited Warranty be extended. Any replaced solar water heater shall become the property of Customer. The seller has the right to deliver another type (different in size, color, shape and /or power) in case \_\_\_\_\_ discontinued producing the solar water heater in question at the time of the claim.

### **7 Force Majeure**

\_\_\_\_\_ shall not be in any way be responsible or liable to the Customer or any third-party arising out of any non-performance or delay in performance of any terms and conditions of sale, including this limited Warranty, due to acts God, war, riots, strikes, unavailability of suitable and sufficient labor, material, die, or capacity or technical or yield failures and any unforeseen event beyond its control, including, without limitations, any technological or physical event or condition which is not reasonably known or understood at the time of the sale of the solar water heater or the claim.