

Warranty statement

- 1) Tss4U provides the warranties as set out in this Warranty to the original end-customer (the "Customer") of the PV solar system. The warranties are only valid for PV solar systems that are installed, operated and maintained under normal conditions and according Tss4U's installation, operation or maintenance instructions.
- 2) This Warranty runs from the day of delivery to the Customer or in case of installation and commissioning forming a part of a work, the day on which Tss4U, or any of its nominated companies, has completed the work.
- 3) The warranties as provided herein shall not apply to defects, failures or power degradation which, in Tss4U's reasonable opinion, has been caused by:
 - a) Customers' failure to abide by Tss4U's installation, operation or maintenance instructions.
 - b) The (maximum) daily energy demand shall not exceed energy demand that the PV solar system is sized for.
 - c) The PV solar system is used and operated in accordance with the conditions used for the system design.
 - d) All observations, measurements and actions have been recorded in a logbook per PV solar system. Claims can only be considered if this condition is fulfilled completely.
 - e) Periodical reconditioning of the battery (if required) has been carried out in accordance with the maintenance instructions.
 - f) Handling, repairs, or modifications of the PV solar system by persons other than employees or authorised sub-contractors of Tss4U.
 - g) Other than normal use, including, but not limited to, the use of PV solar systems in a constructional function, such as protection against water, wind and/or sound, unless specifically agreed upon in writing.
 - h) Vandalism, damage by animals, abuse, misuse, or other negligent acts.
 - i) Flood, fire, explosion, rock-fall, direct or indirect lightning strike, civil war, riot or damage resulting from extreme weather conditions such as hail (with a diameter of more than 25 mm or greater and an average impact speed of more than 23 m/s), hurricanes, cyclones, sandstorms or any other events outside Tss4U's reasonable control.
4. Warranty claims will be dealt with by Tss4U only, when notified in writing within the applicable warranty period and within 14 (fourteen) days after the defect or failure has become apparent. Any claim should be accompanied by a copy of the original invoice or sales slip together with all information that Tss4U deems necessary for the assessment of the legitimacy of the claim and for its analysis of the established defects and the causes thereof. Warranty claims will not be honoured if the type or series number of the part or component of the PV solar system has been altered removed or made illegible.
5. In the event that a warranty claim proves to be legitimate, Tss4U will, at its discretion, repair or replace the part or component so affected if necessary by similar types, or credit Customer entirely or partially for the purchase price thereof. Any faulty parts or components are to be returned by the Customer, freight prepaid, to Tss4U's nominated (company) location at Customer's own cost and risk. Delivery of the repaired or replaced parts or components takes place, free of charge under the condition, 'ex works'.
6. Repair or replacement of parts or components does not cause the beginning of a fresh warranty period, nor shall the original warranty period be extended. Any replaced parts and components shall become the property of Tss4U.
7. The liability of Tss4U under this Warranty is limited to the warranty obligations as provided herein. Any liability for indirect or consequential loss or damages which may be suffered by the Customer including, but not limited to, loss of data or programs, loss of use, loss of profits, loss of production, loss of revenues or business interruption, is therefore specifically excluded.