

Samil Power Warranty Terms and Conditions

FACTORY WARRANTY

The factory warranty period for the **Samil Power PV mounting System** is 120 months (10 years) from the date of production from Samil Power Co, Ltd.

WARRANTY CONDITIONS

In case of a faulty mounting system during the agreed Samil Power factory warranty period, please report defective mounting system with a brief error description to our service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim. Alternatively, please contact your specific dealer or installer if your mounting system is defective or faulty.

To make a claim under the warranty terms of Samil Power, you will need to supply us with the following information and documentation regarding the faulty mounting system:

- Copy of the invoice and warranty certificate for the mounting system.
- detailed information on the defective mounting system
- Detailed information about the entire system (modules, circuits, etc.).
- Documentation of previous claims/exchanges (if applicable).

If mounting system fails while it is under Samil Power Factory Warranty, it will be:

- Repaired by Samil Power, or
- Exchanged with all parts (including main parts & spare parts) which needed.

If parts of mounting system need to be exchanged, the remainder of the factory warranty entitlement will be transferred to the replacement unit. In this event, you will not receive a new certificate, as this replacement will be registered by Samil Power. If the remaining warranty period is less than one year, you will automatically receive a full year warranty for the remaining warranty period of the replacement unit.

This factory warranty includes the cost to Samil Power for work and material necessary to regain faultless functioning. All other costs, particularly transport-, travel- and accommodation costs of Samil Power personnel as well as costs of the customer's own staff are not included in the factory warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective mounting system are not covered by this factor warranty.

End customers, please contact your installer. If necessary, the installer will get in contact with Samil Power. Samil Power keeps the right to arrange the warranty service for end users.

All warranty services are free of charge only if the course of action is agreed with Samil Power in advance.

SCOPE OF THE MANUFACTURER WARRANTY:

To provide excellent Service to Samil Power's End Users, all Samil Power authorized Dealers or Distributors are requested to respond to End Users' warranty claim. Samil Power will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by Samil Power for the following investigation):

- Product modified, design changed or parts replaced not approved by Samil Power;
- Changes, or attempted repairs and erasing of series number or seals by non Samil Power technician;
- Incorrect installation or commissioning;
- The Product has been improperly stored and damaged while being stored by the Dealer or the end user;
- Transport damage. A claim should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
- Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;
- Improper use or misuse of the device;
- Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

All demands from or in connection with this factory warranty are subject to Chinese law, Shanghai is the exclusive place of jurisdiction and all disputes arising from or in connection with this factory warranty should then be submitted for arbitration to the China International Economic and Trade Arbitration Commission Shanghai Commission in accordance with its arbitration rules.

SERVICE AFTER WARRANTY EXPIRATION

For products which are out of warranty, Samil Power charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

- On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing and debugging the faulty product.
- Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to Samil Power or/and repaired products are sent from Samil Power to user.

	Carry-In or Mail-In Service	On-site service
Parts replacement not needed	Labor + Logistic fee (to and from Samil Power)	Labor + On-site attendance fee
Parts replacement needed	Labor + Parts + logistic fee (to and from Samil Power)	Labor + On-site attendance fee + Parts

Latest information on the terms of warranty and local service hotline can be obtained from our website:

www.samilpower.com