

ECONO ENERGY SOLUTIONS PRODUCT WARRANTY/RETURNS

TERMS AND CONDITIONS

This document outlines the Warranty Agreement and Terms and Conditions for Econo Energy Solutions, a solar business specializing in the supply of various solar products such as PV Solar panels, Lithium batteries, Inverters, and aluminium railing systems. These policies apply to the sale and purchase of these products and aim to provide clear guidelines for customers regarding warranties, returns, and refunds.

1. WARRANTY COVERAGE

This warranty agreement applies to the following products ("Covered Products"):

- Inverter: PC-INV-SPH5K
- Lithium Batteries: PC-BAT-10.1
- 550watt PV Panels – Econo Energy Solutions Brand
- Aluminium Railing Systems

2. COVERAGE AREA

This warranty applies to South Africa only.

3. WARRANTY CLAIM

To initiate a warranty claim, customers must provide the serial number (S/N) of the product. The warranty period is ten years from the date of installation or no more than ten and a half years from the date of delivery from Econo Energy Solutions.

4. SPECIAL CONDITIONS OF WARRANTY

The warranty is applicable only under the following conditions:

- The product bears the original Econo Energy Solutions serial number.
- The product is installed by and approved Econo Energy Solutions installer within the boundaries of South Africa.
- The product is installed, operated, and maintained according to the provided instructions.
- The product is being used on a daily cycle basis and solely for energy storage purposes (maximum cycle life per year: 730 times).

Please note that the warranty becomes invalid if the defect or failure of the product is a result of the buyer's misuse, abuse, accident, or non-compliance with the instructions and manuals provided.

5. WARRANTY OBLIGATIONS

Upon verification by authorized Econo Energy Solutions personnel that the claim is valid, and the product is faulty due to defects in materials or workmanship, Econo Energy Solutions will, at its discretion:

- Repair the product on-site or at a specified service centre.
- Provide a replacement product from the current range of products as a replacement for the faulty or damaged product.

The replacement product(s) may differ in specifications and size, within reasonable parameters defined by Econo Energy Solutions. Econo Energy Solutions also reserves the right to replace parts with refurbished ones.

6. PERFORMANCE WARRANTY (BATTERY PACK ONLY)

Econo Energy Solutions warrants that the product will retain at least eighty percent (80%) of its usable capacity for a duration of 120 months from the date of installation or 120th day after the date of manufacture, whichever is earlier. This warranty applies only if the product is operated under normal use and in accordance with the provided specifications and manual.

The valid performance warranty requires the following conditions to be met:

- The ambient temperature during product operation must not fall below -10 °C or exceed 50 °C.
- The Through Output Energy per kWh Usable Capacity must be less than 3MWh, calculated from the earlier of the date of installation or 90th day after shipment from the manufacturer in China.

7. FREIGHT COST

During the warranty period, Econo Energy Solutions will cover the freight cost for products under warranty.

After the warranty period has expired the customer are responsible for customs clearance costs incurred. For warranty expired or voided products, customers will bear the freight cost and other related expenses.

8. WARRANTY CLAIM PROCESS

Customers can contact Econo Energy Solutions via cell phone 061 536 2143 or email at support@ee-sol.co.za to initiate a warranty claim. The following information must be provided for warranty claims:

- Date of Purchase
- Product Model No.
- Serial Number
- Fault Code
- Fault Details
- Contact Details

Additional details and evidence may be requested by Econo Energy Solutions, and it is the customer's responsibility to provide the necessary information. Econo Energy Solutions may require the installer to take photos for verification purposes. Once the claim is received, a unique ticket number will be issued for tracking progress. Econo Energy Solutions is obligated to approve and dispatch the replacement product within seven working days, subject to availability. The distributor/installer must arrange the shipping of the faulty product to Econo Energy Solutions within a maximum of 7 days after receiving the replacement.

9. DISPUTE RESOLUTION

In the event of a dispute regarding warranty claims, Econo Energy Solutions and the product owner may agree to appoint a local testing institute for third-party verification and comments. The fees and expenses for this verification procedure shall be borne by the party that demanded it, unless otherwise agreed.

10. LIMITED LIABILITY

Claims that relate to defects that are caused by the following factors are not covered by Econo Energy Solutions warranty obligations:

- i. Inadequate ventilation and circulation resulting in minimized cooling and natural airflow.
- ii. Improper installation of the Product(s) and/or installation performed by a non-accredited Installer.
- iii. Improper or non-compliant use, installation, commissioning, start up or operation.
- iv. Improper wiring of the Product causing arching or damage of the Product or its parts.
- v. Improper use or misuse of the Product(s) by the Installer or End-User e.g., damage resulting from dropping the Product during installation.
- vi. Use of improper connectors, e.g., where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product.
- vii. Damage of the Product(s) that originate from other parts of the system.
- viii. Force majeure (Storm damage, Lightning strike, over-voltage, fire, thunderstorm, flooding etc.)
- ix. Damage that occurred during the transportation of the Product(s).
- x. Flaws that do not adversely affect the proper functioning of the product(s), e.g., cosmetic issues, wear, and tear.
- xi. Unauthorized repair and re-installation of the Product(s).
- xii. Where the distributor/Installer has not followed the warranty claim process and details in section 8, and/or proper evidence of the fault and/or test carried out on site has not been provided to Econo Energy Solutions.
- xiii. Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

If any warranty is claimed on the accessories and tool kits provided with the Products sold (where applicable), they are not covered under the warranty.

If the warranty period mentioned above has expired or if the product or any of its components or parts have been stolen.

If there is a degradation in the general cell life of the product due to draining batteries at high currents.

If the product is installed or used with any inverters or chargers that have not been certified by Econo Energy Solutions.

If the product is used improperly, negligently, or inappropriately, or if it is used outside the recommended ambient temperature.

11. LIMITED WARRANTY

This is a limited warranty, which excludes, among others: installation, products 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.

12. CONTACT

Econo Energy Solutions Energy (PTY) Ltd

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Tel: 061 536 2143

Email: support@ee-sol.co.za