PRODUCT WARRANTY

Lumasol (Pty) Limited (hereinafter "Lumasol") product warranty in respect of the solar mounting products (collectively "the Products") sold and distributed by Lumasol after the launch of the PRO range during October 2024.

1. DEFINITIONS

1.1. For the purposes of this Product Warranty, unless the context otherwise indicates, the following words will have the following meanings –

1.1.1. "Customer" means the original purchaser of the Lumasol Product;

1.1.2. "*force majeure*" means *inter alia* war, war-like conditions, terrorism, vandalism, earthquake, civil unrest, strikes, epidemics, fire, flooding, lightning, hail or other similar circumstances which are beyond Lumasol's control;

1.1.3. "Metallic product components" shall mean the aluminium, zinc-magnesium-aluminium coated and hot-dip galvanized steel Lumasol solar mounting components;

1.1.4. "Products" the solar mounting products as sold and distributed by Lumasol;

1.1.5. "this Product Warranty" means this agreement, together with any annexures appended hereto.

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2. SCOPE OF WARRANTY

2.1. Lumasol (Pty) Limited (hereinafter "Lumasol") warrants the Product to be free from defects in material and workmanship (manufacturing defects) during the warranty period (as defined in paragraph 3 below) ("the warranty period"), subject at all times to the limitations and exclusions reflected in Clauses 2.4 to 2.8 and Clause 6 below herein.

2.2. This limited warranty sets forth Lumasol's total and exclusive warranty obligation. Lumasol does not assume, nor authorise any person to assume for it, any liability in connection with the sales of its Products.

2.3. During the warranty period Lumasol shall, at its option and in its sole discretion, be entitled to either repair the defective Product with new or rebuilt parts, or replace same with a new or rebuilt Product. The defective parts or Product (as the case may be) that are replaced shall immediately become the property of Lumasol.

2.4. Lumasol's limited warranty covers only those defects contemplated in paragraph 2.1 above, that arise as a result of normal use of the Product and does not cover any of the defects which arise from and/or relate to the following factors, *inter alia* :

2.4.1. The Product was not assembled and/or installed in accordance with the assembly and installation instructions and applicable technical norms and regulations;

2.4.2. The Product finish (natural surface oxidation) or any natural impairment or surface corrosion that does not compromise the structural integrity of the Product;

2.4.3. The Product was not assembled and/or installed by qualified personnel as defined in the installation manual;

2.4.4. The Product was not transported, installed, assembled, tested or operated in accordance with best prudent industry methods, practices and standards;

2.4.5. The Product was not used in accordance with the published, technical specification, or the Product was used contrary to the intended purpose as specified in the installation manual;

2.4.6. The Product was not properly stored before or during the assembly or installation processes;

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2.4.7. Interferences with or changes to the Product or its accessories were made without the express, written consent of Lumasol;

2.4.8. Accessories which are not genuine, original Lumasol accessories were used in connection with the Product;

2.4.9. The Product was subject to extraordinary environmental conditions (for example, excess voltage, magnetic fields, power surges and similar circumstances);

2.4.10. The Product was subject to a *force majeure*;

2.4.11. A heightened salt content in the ambient air or oxidation-provoking metal combinations (for example, copper) cause corrosion at the installation site of the Product;

2.4.12. Unauthorised modification or misuse of the Product;

2.4.13. The load capacity of the roof construction and/or foundations, footers or ground has not been assured according to the accepted state-of-the-art technology and applicable technical norms and regulations;

2.4.14. The defects or discrepancies in the condition of the Product are not material and such defects or discrepancies are insignificant in respect of the value or conforming use of the Product.

2.5. The aforementioned warranty is valid and shall only apply to Products purchased from Lumasol as evidenced by an original invoice from Lumasol.

2.6. The use of non-approved or non-genuine Lumasol parts or other consumables in respect of the Product shall cause the aforementioned warranty to be void to the extent that any defect is either caused by or attributable to the use of such non-approved or non-genuine consumables as the case may be.

2.7. Lumasol shall not be bound by any other warranties (whether express or implied) not recorded herein. This limited warranty replaces and supersedes any other warranty against manufacturing defects given by Lumasol in respect of any Product.

2.8. Performance under this limited warranty shall not trigger the commencement of a new warranty period nor will it extend the applicable warranty period.

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3. WARRANTY PERIOD

3.1. For purposes of this warranty agreement, the term "warranty period" shall mean the period commencing from date of delivery of the Product to the Customer and terminating on the below mentioned dates and in accordance with the Product Warranty Table, whereafter the warranty shall lapse and no longer be of any force or effect:

3.1.1. Metallic product components – 20 years from date of delivery of the Product to the Customer; and

3.1.2. Non-metallic product components – 3 years from date of delivery of the Product to the Customer.

Product Warranty Table for Installations in Corrosivity Category 1, 2, 3, 4 and 5 (ISO 9223)

Product		Standard Material & Finish	Product Warranty for Different Corrosivity Categories		
			C1-C3	C4	C5
1	Aluminum Components	AL6005-T5 anodized to 10um	20 years	20 years	Not warranted
2	Galvanized Steel Components	Galvanized Steel at 65um	20 years	Not warranted	Not warranted
3	Stainless Steel Components	SUS304	20 years	20 years	Not warranted
4	Fasteners	SUS304	20 years	20 years	Not warranted
5	Screws	1022A + class 3	20 years	Not warranted	Not warranted
6	ZAM Steel	275g/m2	20 years	15 years	Not warranted

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Notes:

- For aluminium products of AL6005-T5 anodized to 10µm, the installation spacing for roof clamps shall be reduced by 5% to ensure a 20-year lifetime when installed in a C4 environment, and one should follow the project specific engineering certificates.
- For stainless steel components and fasteners installed in C5 environment, it is required to clean them and apply anti-corrosion treatment every 5 years.

4. WARRANTY PROCESS

Should the Product exhibit defects that are covered under this limited warranty, the Customer is to promptly notify Lumasol within 15 days of discovery, by contacting Lumasol Customer Services on +27 (60) 587 4302 or by email at sales@lumasol.co.za.

Please have the following information available:

- Customer's full name, physical address and contact details
- Product codes
- Purchase invoice containing date of purchase and Customer's address
- Warranty Certificate
- Date of installation
- The location and physical address of installation
- A complete listing of the observed defects and additional information to assist in analysing the defect, including photographs of the damaged Product, system circuit diagram(s) and any pertinent system monitoring or data capturing records such as maintenance logs.

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5. WARRANTY REGISTRATION REQUIREMENT

5.1. This limited warranty is only valid upon the successful registration of the warranty by the original Customer.

5.2. To activate the warranty, the Customer must register the product within 30 (Thirty) days of purchase.

5.3. How to Register:

5.3.1. Visit the Lumasol website at www.lumasol.co.za and complete the online warranty registration form.

5.3.2. Alternatively, contact our Customer Service Team on +27 (60) 587 4302 for assistance in registering the Product.

5.4. Failure to register the Product within the specified period will result in the warranty being void and of no force or effect.

5.5. By registering this warranty, the Customer agrees to the terms and conditions of this Product Warranty and acknowledges that Lumasol is not liable for damages beyond the scope of the Product Warranty.

6. SUPPLEMENTARY WARRANTY EXCLUSIONS

6.1. Without derogating or detracting from the provisions of paragraph 2.4 above, the warranty in paragraph 2 above shall not apply in respect of the following (as determined by Lumasol in its sole discretion):

6.1.1. Replacement of or repairs to the Product or any refurbishment of the Product;

6.1.2. Damage or defects to the Product or liability for losses arising from:

6.1.2.1. Damage to the roof or structure on which the Product is installed, including leaks or structural issues resulting from screwing or fastening through roofing materials;

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6.1.2.2. Corrosion (such as bimetallic corrosion) resulting from improper installation, failure to use appropriate materials or environmental factors;

6.1.2.3. Connection of unauthorised or non-approved auxiliary products to the Product or by use with any other device or product;

6.1.2.4. Negligent use, abuse or misuse of the Product by the Customer, installers, contractors or any third party, (including but not limited to incorrect installation techniques or failure to follow local building codes and standards);

6.1.2.5. Occurring during or attributable to the transportation of the Product;

6.1.2.6. Any alterations or modifications to the Product not carried out by personnel authorised by Lumasol;

6.1.2.7. Liquid or chemicals coming into contact with the Product; or

6.1.2.8. Any failure by the Customer to properly maintain and care for the Product in terms of the Product Care instructions set out in Clause 9 of this Product Warranty.

6.1.3. Any maintenance or support services required as a result of normal use and wear-and-tear of the Product.

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7. IMPORTANT NOTIFICATIONS

7.1. Any and all costs for repair or replacement of Products, or parts thereof, that fall outside the scope of this limited warranty shall be the Customer's responsibility.

7.2. Should Lumasol attend a site location and determine that the Product is not defective, the costs for such attendance shall be payable by the Customer.

7.3. Defective Products shall be uninstalled and/or reinstalled at the Customer's expense and risk.

7.4. The warranty granted herein shall immediately be void should the serial number on the Product be altered, removed, broken or be illegible.

7.5. In the event that the Product is found to be defective and requires assessment or replacement under this warranty, the Customer shall be responsible for the cost of shipping and transportation to return the defective Product to Lumasol or an authorised service provider. If the Product is deemed defective and covered under this warranty, Lumasol will bear the cost of shipping the repaired or replacement Product back to the Customer. In cases where the Product is found not to be defective, the Customer will be responsible for any additional costs, including return shipping and handling.

8. SOLE REMEDY

Lumasol's obligations and the Customer's remedies hereunder are totally and exclusively as stated herein. Lumasol's liability, whether based on contract, delict or strict liability, or otherwise, shall not exceed the purchase price of the individual Product whose defect or damage forms the basis of the claim. In no event shall Lumasol be liable for any loss of profits, loss of use of facilities or equipment or other indirect, incidental or consequential damages suffered by the Customer arising from any defective Product. Without limited the foregoing, Lumasol shall not be liable for personal injury, property damage, lost profit or revenue, advertising or manufacturing costs, overhead costs, loss of customers, operational disruptions or down-time resulting from the installation or use of any product or breach of warranty.

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9. PRODUCT CARE

Lumasol's Products are designed to be durable with minimal care, however, it is important that you maintain your mounting Products in accordance with proper practices. This includes regular maintenance and inspection to avoid damage, as is described below:

9.1. The aluminium components are made from AL6005-T5 with anodization. The aluminium may undergo some surface oxidization in service. This is a normal part of the natural ageing process. The result may even be beneficial to the longevity of the Product, as the oxidization can provide additional protection against degradation by pollution and atmospheric corrosion.

9.2. It is mandatory to have an annual check on torque values of all fasteners installed. Please refer to the Lumasol Installation Manuals for torque values (if needed).

9.3. Regular cleaning is required to remove soils and other contaminants on the products.

9.4. It is prohibited to use harsh chemicals or highly abrasive materials that may damage Product surfaces. Use only cleaners that are designed for aluminium and always wash them off with clean water afterwards.

9.5. Steel components should be inspected before and after installation and any damage to the galvanizing should be immediately treated to prevent rusting. It is normal for galvanized Products to develop a surface barrier, which helps to protect the surface from contaminants in the atmosphere and does not adversely affect the Product.

9.6. Avoid contamination from any rusty items or chemicals in storage process. Should any contamination occur, please clean the product, and practice any necessary repairs such as galvanized paint and antirust treatment before installation.

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