



LUMASOL

Warranty Certificate

Seller: Lumasol (PTY) LTD (hereinafter as "Seller")

Contact: +27 (73) 274 2356

Address: Unit 7, Wow business park, Gourly Road, Ballito

Buyer : _____ (hereinafter as "Buyer")

Contact:

Address:

Buyer Name: _____

Buyer Signature: _____

Date: _____

Purchase date: _____

The Seller's supplier warrants the quality of the solar mounting structure (hereinafter as "Product") manufactured by it and purchased from the Supplier, for a period of ten years from the date of purchase, provided that the Buyer installs the Product under the stipulated technical conditions and in accordance with the drawing and installation manual which must be requested by the Buyer from the Seller if not originally supplied by it. (Warranty 1)

Among which, the Seller's supplier warrants that the anodized treatment (if any) on the Product surface will have no fall-off or cracks within FIVE years from the date of purchase. (Warranty 2)

Among which, the Seller's supplier warrants that the hot-dip galvanized treatment (if any) on the Product surface will be free from rust or fall-off within FIVE years from the date of purchase. (Warranty 3)

Among which, the Seller's supplier warrants that the control system and slew drive motor (if any) will run normally within FIVE years from the date of purchase. (Warranty 4)

It is the Buyers responsibility to ensure that it adheres to the recommended wind loads in its usage of the Product, which may be impacted by the installation location and tilt angle. Deviations from the recommended wind loads may render all warranties void.



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Should any product prove to be defective within the warranty period and it is verified that the Seller's supplier is accountable for the defectiveness after due diligence, the seller will communicate with its supplier and the buyer timeously to work out a solution.

- The seller and its supplier should not be held accountable in the event that the buyer is not able to install the product in compliance with the requested installation manual, or the buyer modifies, reworks, or maintains the appearance of the product without authorization from the seller's supplier, or any damage is caused to the product due to a factor beyond the design of the seller's supplier.
- The after-sales service of the seller's supplier will not cover any man-made damage or any damage caused by an environment that is corrosive to the mounting structure. When purchasing products from the seller, please read through the Cleaning Maintenance Guide for Architecturally Finished Aluminium (AAMA609&610-02) or refer to www.aamanet.org for information. The seller and its supplier commit to offering after-sales services for damages during transport, storage, and installation except for those man-made ones.

Scope of Warranty

1. Please strictly follow the installation guide provided by the seller at the buyers' request, during installation. The seller and its supplier will not be responsible for any quality issue caused by the buyer who takes the liberty of revising the design solution without approval from the seller's supplier.

2. If the buyer fails to follow the installation manual provided by the seller or adopts improper installation methods which result in additional maintenance or material supply from the seller, any amount arising out of this should be paid to the seller by the buyer.

3. For any additional maintenance or material supply provided by the seller beyond the warranty period, the buyer shall pay related expenses to the seller.

4. Any quality issue caused by the following situations are beyond the warranty scope of the seller and its supplier:

- a) Improper product maintenance;
- b) Any man-made damage during transportation, storage, and installation by the buyer;
- c) Change and rework to the appearance of the mounting structure without authorization from the seller.
- d) Damage is caused to our product by using any other product on the installation site or on the product that can affect the quality of our product in terms of physical, electrical, and environmental conditions;
- e) Installation environment (external conditions such as wind pressure, snow load and corrosiveness) exceeds the values pre-set in the design etc.

The seller and its supplier should not be liable for any transportation cost due for returned goods arising out of the above-mentioned situations.





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Warranty Responsibility

1. All warranty responsibilities are valid for the seller and its supplier only during the warranty period. The buyer has the right to determine whether to repair and maintain the defective product or return or replace the defective product if it is confirmed that the quality problem occurred during the warranty period.
2. The seller and its supplier are only responsible for the quality assurance of the products provided, and do not assume any responsibility for other indirect losses and damages.
3. Before the product is turned over to the buyer, the seller and its supplier will replace or replenish the product for free if there is any damage during the delivery of the product.
4. If there is a product quality problem during the warranty period and it is confirmed to be within the responsibility scope of the seller's supplier, the latter will undertake one or more of the responsibilities listed below to compensate the buyer.
 - a. Return or exchange the product or replace it with a product of equivalent price after the consent of the buyer, and bear the additional costs incurred in the process.
 - b. Responsible for product maintenance and repair, and bear the additional cost incurred in the process.
5. On the basis of the laws of the country of the buyer, the seller and its supplier only assume the following or equivalent responsibilities:
 - a. Product replacement cost;
 - b. Equivalent purchase cost of the product;
 - c. Product repair cost;

During the warranty period, if the buyer finds that the product is defective, he/she should promptly inform the seller and provide photos and a written report of the defective product to the seller.

The seller and its supplier will deal with the matter timeously to find out the cause of the defect. If the defect turns out to be caused by the seller's supplier, the seller will communicate with the buyer without delay to discuss solutions (such as replacing with new products).

During the repair or replenishment period, if the same defect occurs again, the seller's supplier will exert its utmost to handle the issue.

Subject to these Warranties, the Supplier shall not be liable for any loss (whether in contract or delict) for any special, indirect or consequential damages of any nature or any loss, damages, liabilities, costs (including legal costs on an attorney and own client basis), claims, charges, expenses, payments or penalties, or loss of profit which may arise from the use of the Product by the Buyer or any other person and the Buyer indemnifies the Supplier in respect of any claim which may arise by any third party as a result of the use of the Product.

The Buyer shall be liable for any loss, loss of life, bodily injury or damage to or loss of property of any nature however caused or arising whether directly or indirectly through any act or omission on the part of the Buyer, its employees, agents or sub-contractors in relation to the use of the Product and irrevocably indemnifies and holds the Seller, its supplier, its employees, directors, prescribed officers and agents harmless, against all loss, loss of life, bodily injury or damage to or loss of property of any nature however caused arising out of or in connection with the use of the Product.

