

12 Year Product Warranty

Definitions

In this warranty, the following terms have the meanings given below:

Clenergy	(i) Clenergy Technology Co., Ltd or (ii) Clenergy International (HK) Limited or (iii) Clenergy (Tianjin) Co., Ltd.
Customer	the person or firm who purchases the Products from Clenergy.
Products	All metal parts/components of PV-ezRack that are designed and manufactured by Clenergy that the customer purchases from Clenergy, excluding the parts/components of Clenergy's tracker system.
Commencement date	the day of the delivery of the products to the customer.
Site	the original installation site stated in the contract.
Normal atmospheric conditions	C3 and below according to the Corrosive Category classified by the International Standard ISO 9223:2012.

Warranty period

Clenergy warrants that the Products at the original installation Site shall be free of defects in material and workmanship under normal atmospheric and maintenance conditions for a period of twelve (12) years after the commencement date. Under certain conditions the warranty can be extended to more than twelve (12) years with extra charge, which needs to be requested separately.

Warranty services

Within the specified Warranty periods, in the case that the products shall be reported to be defective by customer in writing. Clenergy will at its option to either:

- Repair the defective products; or
- Provide the replacement of the defective products that of an equivalent function.

Cost for dismantling of the defective component or any other indirect loss is excluded from this warranty.

This product warranty is not transferrable, not assignable and is VOID when the Product is transferred to another party without the prior written consent of Clenergy.

This warranty replaces any previously given warranty unless otherwise agreed by Clenergy.

Care of your products

Clenergy products are designed to be durable with minimal care, however it is important that you maintain your products in accordance with proper practices. This includes bolts connections on mounting structure that needs to be checked every year or checked before heavy wind weather. The product warranty will be VOID if maintenance wasn't conducted properly.

Exclusion (The Warranty does not cover)

- This Product Warranty does not cover material finish, or other considerations that do not substantially affect structural performance.
- Damage caused by transport, mishandling, improper loading, incorrect storage or malicious intent.
- Incorrect installation, that is not in accordance with our installation manual.
- Improper installation where the product does not conform to our design loads or special conditions where advised.
- Damage caused by the product being modified without any written approval by Clenergy.
- Damage caused by earthquakes, or any other acts of God or any other event outside of our control (including, but not limited to, terrorist acts, riots, acts of war or man-made disasters).
- Damage caused by lightning strikes or excessive currents through the earthing/grounding clamps, clips or lugs.
- Superficial damage caused by stains, scratches, oxidization, mould or lichen buildup that does not result in impairment or failure of the product to perform its function.
- Any natural impairment and corrosion that does not compromise the structural performance.

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