

INVERTER WARRANTY TERMS AND CONDITIONS

VALIDITY OF THE WARRANTY

SOLARMG branded inverters are accompanied by a conventional guarantee which exists alongside the dealer's guarantee obligations established by law. The legal guarantee for lack of conformity is valid for 2 (two) years from the purchase of the product and is associated with each SOLARMG branded product and gives the consumer all the obligations and all the rights envisaged by the Consumer Code. In the case of a professional buyer with a VAT number, since the Consumer Code does not apply, the legal guarantee is 1 (one) year as required by law.

In addition to the aforementioned legal guarantee, the SOLARMG manufacturer offers free of charge and for a further 3 (three) years in the case of a consumer and a further 4 (four) years in the case of a professional buyer with a VAT number, a conventional guarantee, the conditions of which are notes specified in the following paragraph called "CONDITIONS OF THE CONVENTIONAL WARRANTY".

In addition to the two aforementioned guarantees, legal 2 (two) years and conventional 3 (three) years SOLARMG offers an extension of a further 5 (five) years of guarantee with a pro-rata formula, which provides for the replacement and/or repair of all the parts of the inverter which are, according to the unquestionable judgment of SOLARMG, defective and/or malfunctioning, upon payment by the end customer of a percentage of the purchase price of the inverter (the reference price is the one shown in the fiscal document of purchase), according to the following scheme:

Amount to be paid to SOLARMG under pro-rata guarantee:

6th year from purchase	7th year from purchase	8th year from purchase	9th year from purchase	10th year from purchase
20% of the total tax document	40% of the total tax document	60% of the total tax document	80% of the total tax document	90% of the total tax document

Labor services, and trips and transfers of personnel in charge, are excluded from the extended warranty programs and are always at the buyer's expense.

In order to benefit from the aforementioned warranty extension, the Purchaser must necessarily register the product by filling in the appropriate form on the website www.solarmg.it and no later than 2 (two) months from the date of purchase. In the event that the Purchaser does not register within the terms indicated above, only the terms established by the law regarding the legal guarantee for lack of conformity will apply, i.e. 2 (two) years in case of purchase made by the consumer, and 1 (one) year in case of purchase made by a professional with a VAT number.

If a hybrid inverter is purchased, in the event that the Purchaser does not use the hybrid inverter supplied by us, in combination with the batteries supplied by us, the terms established by law on the subject of legal guarantee for lack of conformity will apply i.e. 2 (two) years in case of purchase made by the consumer, and 1 (one) year in case of purchase made by a professional with a VAT number and no conventional guarantee will be provided, nor will any extension of the guarantee be possible.

CONDITIONS OF THE CONVENTIONAL WARRANTY

In order to benefit from the above conventional guarantee, the Purchaser must necessarily register the product by filling in the appropriate form on the website www.solarmg.it and no later than 2 (two) months from the date of purchase. In the event that the Purchaser does not register within the terms indicated above, only the terms established by law on the subject of legal guarantee for lack of conformity will apply, i.e. 2 (two)

SOLARMG

REGISTERED OFFICE

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years in case of purchase made by the consumer, and 1 (one) year in case of purchase made by a professional with a VAT number.

In the event that an inverter is non-functional during the conventional warranty period, SOLARMG will repair and/or replace it. If the repair is too expensive and/or uneconomical, the replacement can take place, at the sole discretion of SOLARMG, even with a more advanced inverter but having the same characteristics and performance as the replaced one.

In the event that the inverter needs to be replaced, the remaining conventional warranty period will be assigned to the replacement inverter, otherwise the conventional warranty of the original unit will continue normally. If, after the replacement, the remaining conventional warranty period is less than 1 (one) year, it will automatically be extended to 1 (one) year for the replacement unit.

The conventional warranty includes all the manufacturing and material costs necessary to restore only the non-functioning inverters. In the case of replacement of the product with a new or refurbished unit, the collection and transport costs of both the damaged and the replacement product are borne by SOLARMG only if the damaged product is made available for collection with the original packaging, at the time and place of delivery of the replacement product. If the damaged product is not available for collection in the manner and within the times described above, the free delivery will not take place, and the relative costs, including those connected to the new delivery, will be quantified separately.

The conventional warranty does not cover costs deriving from direct or indirect damage to anything else except the inverter itself.

It is not possible to assert any right to compensation for the lack of energy production, lack of self-consumption and/or the like. Fuses and other wear parts are excluded from the guarantee. Any assistance intervention under warranty is free only and only if the actions are agreed with SOLARMG in advance.

If a technical intervention is necessary, this can be performed either by SOLARMG personnel or by appointed and certified technicians belonging to the SOLARMG partner network. Typical response time is 5 business days.

SOLARMG wishes to reserve the right to carry out assistance under warranty using third parties.

HOW TO ACTIVATE ALL TYPES OF WARRANTIES (LEGAL ONE INCLUDED)

In the event that an inverter proves non-compliant during the legal guarantee period, or does not function during the conventional guarantee period or during the extended guarantee period, the buyer is requested to activate the assistance and request procedure of repair/replacement under warranty, by sending an email to support@solarmg.it or alternatively by calling +39 055 9110077.

The purchaser can also contact his authorized SOLARMG distributor or reseller or his installer.

IN ANY CASE, to start the warranty assistance request procedure, it is absolutely necessary to provide and send SOLARMG the following information and documents, relating to the allegedly non-compliant and/or non-functioning inverter:

- 1) Product model and serial number (S/N)
- 2) Copy of the invoice/receipt/tax receipt proving the purchase
- 3) Any error symbols shown on the display
- 4) Any documentation of previous requests for assistance / replacement on the same system (if present).

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EXCEPTIONS AND LIMITATIONS COMMON TO ALL TYPES OF WARRANTIES.

Without prejudice to the purchaser's rights provided for by law, all guarantees, including the legal guarantee for lack of conformity, i.e. 2 (two) years in the case of a purchase made by the consumer and 1 (one) year in the case of a purchase made by a professional with legal VAT, the conventional guarantee and the extended guarantee will never be operative in the following cases, the list of which is to be considered as an example but not exhaustive:

- 1) INVERTERS modified in whole or in part, replacement of components or modifications to the structure of the unit with parts not approved by SOLARMG.
- 2) Use, together with the inverter, of batteries and photovoltaic panels not supplied by SOLARMG and/or not compatible with the inverter itself.
- 3) Replacements or repair attempts performed by technicians not belonging to SOLARMG, or unit serials erased or seals removed.
- 4) Installation of multiple units connected in a way that does not comply with the indications given in the documentation.
- 5) Connection of the communication line between several batteries or between batteries and inverter performed in a way that does not comply with the indications given in the documentation, such as cases of polarity inversion, cable section or incorrect cables themselves.
- 6) Combination of units with inverters or similar products not supplied by SOLARMG
- 7) Unit installed or started up incorrectly and/or in an unsuitable place.
- 8) Maneuvers carried out by the final customer or other person, in contrast with the safety regulations envisaged in the country of installation (VDE standard or equivalent).
- 9) Unit damaged due to incorrect handling during storage in the warehouses of the distributor or installer or end customer.
- 10) Defect due to transport (including scratches caused by movement of the unit inside the package during transport). In these cases, the request must be presented in writing directly to the shipper as soon as the packaging is received and the damage identified.
- 11) Failure to comply with the provisions and indications given in the manual, in the installation guide and in the maintenance rules.
- 12) Unit used incorrectly or improperly.
- 13) Insufficient ventilation for the unit.
- 14) Maintenance procedures not followed correctly.
- 15) Defects or malfunctions caused by force majeure, such as violent atmospheric factors, earthquakes, lightning, fire, overvoltage, high inrush current, removal of wiring.
- 16) Damage of a purely cosmetic nature with no impact on the functionality of the unit.
- 17) The warranty period as defined above as defined by law, in the case of legal warranty, has already expired.
- 18) Mishandling of the product, misuse including exposure to high temperatures (see instructions attached to the product)
- 19) Abuse, misuse, negligence, accidents or force majeure events such as lightning, flood, fire, extreme cold or other events beyond the possible control of SOLARMG.
- 20) Water, humidity, dust and non-corrosive gases

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21) Theft or vandalism of the product or any of its components

22) Deep discharge or internal imbalance of the cells caused by negligence on the part of the purchaser, we refer to cases in which the batteries are left off for a prolonged time or in a condition of impossibility to perform their normal operation.

These exclusions and limitations apply to all guarantees offered to the Purchaser, including the legal guarantee and to all orders.

With the exception of the case in which this is not expressly declared and recognized in writing in a document authorized by SOLARMG, the latter cannot, IN ANY CASE, ever be held responsible and be subject to any type of obligation and/or liability contractual and/or non-contractual deriving and/or causally connected to alleged, and/or ascertained and guaranteed, lack of conformity, defects, functional defects and other inconveniences, regarding the product sold or the services provided by SOLARMG: for example only, but not exhaustive, we indicate the loss of profits, failed production, special damages, direct and/or indirect, accidental and/or consequential damages of any kind.

SOLARMG declines all responsibility for any damages that may arise, directly or indirectly, to people, things and animals due to failure to comply with all the prescriptions indicated in the specific instructions for use booklet and especially concerning the warnings on the subject of installation, use and maintenance of the product.

This warranty is subject to Italian law. The competent court is Arezzo.

Supplier info:

Producer	SOLARMG SRL
Address	VIA ENRICO DE NICOLA, 9 - 52025 MONTEVARCHI (AR)
Certified email	solarmg@pec.it
Registration number	AR-214563
VAT number	02443660515

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