



STANDARD PRODUCT & WORKMANSHIP WARRANTY

Issued by: Solar Board (Pty) Ltd

This warranty policy outlines the commitment of **Solar Board (Pty) Ltd** (the "Company") to quality and reliability for all products, distribution boards, and converted containers (the "Products") delivered to our customers.

1. Warranty Period

The Company warrants that the workmanship on all enclosures will be free from defects for a period of **12 months** from the earliest of **delivery date to client or collection date by client**, unless otherwise specified in a written supply agreement.

2. Scope of Coverage

- **Workmanship:** We warrant the professional assembly, wiring, and structural integrity of distribution boards and container conversions.
- **Materials & Components:** We warrant that all components supplied are new and fit for their intended purpose at the time of delivery.
- **Structural Integrity:** For container solutions, this covers the modifications and installations performed by the Company.

3. Mandatory Quality Assurance (FAT)

As per our standard terms, all distribution boards and integrated systems must undergo a **Factory Acceptance Test (FAT)** at our facility.

- The Customer or an authorised representative must sign off on the FAT before the Product leaves our premises.
- The Company's warranty is contingent upon this sign-off, confirming the Product met all specifications at the point of dispatch .

4. Installation & Commissioning Requirements

To maintain warranty validity, the Customer acknowledges the following technical responsibilities:

- **Connection Integrity:** All electrical connections must be checked and re-tightened on-site prior to energization.
- **Component Alignment:** Motor units on breakers must be checked and re-aligned before operation.



- **Certified Installation:** All installations must be performed by a qualified professional in accordance with South African national standards (SANS).

5. Warranty Exclusions

This warranty does not cover:

- **Improper Handling:** Damage caused by improper installation, failure to re-tighten connections, or failure to align motor units.
- **External Factors:** Damage resulting from electrical surges, lightning, fire, or extreme environmental conditions.
- **Misuse:** Damage caused by overloading the system beyond its design capacity or unauthorized modifications.
- **Wear and Tear:** Normal degradation of consumable components over time.

6. Limitation of Liability

The Company's liability is strictly limited to the **repair or replacement** of the defective Product or component (p. 2 of the quote). The Company shall not be liable for any consequential loss, loss of revenue, or damages arising from system downtime or improper on-site commissioning (p. 1 of the quote).

7. Claim Procedure

In the event of a potential warranty claim, the following process must be followed:

- **Formal Writing:** All claims must be submitted in **formal writing** (email or official letter).
- **Submission Path:** Claims must be submitted directly to the **Supplier** from whom the Product was originally purchased.
- **Required Documentation:** The claim must include the original Invoice/Quote number, the signed FAT certificate, and a detailed description (including photos) of the alleged defect.
- **Assessment:** No repairs or replacements will be authorised until the Company or the Supplier has had a reasonable opportunity to inspect the Product.

8. Third-Party Components Warranty

- **Third-Party Components:** Certain components incorporated into the Products (including but not limited to circuit breakers, contactors, protection devices, control equipment, and electronic modules) may be manufactured by **third-party suppliers**.
- **Facilitating Third-Party Warranty Claims:** These components are covered by the respective manufacturer's warranty terms and conditions. Solar Board (Pty) Ltd shall, where reasonably possible, assist the Customer in facilitating warranty claims with the relevant manufacturer.
- **Solar Board's Applied Warranty:** Solar Board's warranty under this document applies to the assembly, integration, and workmanship associated with such components, but does not extend the original manufacturer warranty period or conditions.
- **OEM Warranty Period:** OEM warranty periods are determined by the relevant manufacturer and are independent of Solar Board (Pty) Ltd's workmanship warranty. As components may have been commissioned or activated prior to delivery, the remaining OEM warranty period available to the Customer at the time of delivery may differ from the manufacturer's stated warranty term. Solar Board (Pty) Ltd shall, upon request, provide the Customer with relevant component commissioning or activation dates to assist the Customer in determining the remaining warranty period applicable to each component.

9. Governing Law

This warranty is governed by the laws of the **Republic of South Africa**. Any disputes shall be subject to the exclusive jurisdiction of the South African courts.