

# Warranty declaration

## Product guarantee for solar charge controllers of the series SOLARA SR series

SOLARA GmbH grants a product guarantee to the first system operator (end customer).

End customer are those purchasers of charge controllers who have purchased them themselves for their own use (and not for the purpose of resale). The guarantee declarations do not apply to intermediaries or installation companies or second purchasers.

### 1. Product guarantee

SOLARA GmbH (hereinafter referred to as "SOLARA") warrants the SOLARA SR-series charge controllers to be free from defects in material and workmanship for a period of 5 years to the first system operator (end purchaser), subject to the terms and condition of this warranty. The warranty period starts from the date of the purchase invoice of the device. The warranty conditions apply to solar charge controllers purchased and operated in Germany or EU/EFTA. If the device is moved to countries outside the EU/EFTA, the warranty will expire.

In the event of a warranty claim, SOLARA will, at its own discretion, rectify the defects, replace the solar charge controller with a functional controller of the same type, or replace the respective current value of the controller in question. If it is no longer possible to replace the controller due to a product change SOLARA will supply equivalent successor charge controllers. When supplying replacement products, there is no entitlement to the use of new or as-new products. Rather, SOLARA is authorised to supply used and/or repaired products as replacements. If such a delivery is also not possible, the value of the controller will be refunded on the basis of the current market value

### 2. Making use of the guarantees (Product warranty)

1. Defects recognisable at the time of delivery to the first system operator must be reported to SOLARA in writing without delay, but at latest within an exclusion period of one month. If defects become apparent later, these must also be reported in writing within one month of their discovery.
2. Any transport costs incurred as well as the costs of any dismantling and reinstallation shall be borne by SOLARA through the payment of a lump sum for expenses. Accompanying or other consequential costs of any kind outside of the lump-sum expense allowance will not be reimbursed.
3. The warranty claimant shall involve upstream installers and/or wholesalers as far as possible in the assertion of his warranty claims.
4. A copy of the invoice and the delivery note shall be enclosed with the claim letter.
5. Solar charge controllers can only be returned after prior written agreement with SOLARA.
6. The provision of warranty services does not extend the warranty period.

### 3. Guarantee exclusion

The product warranty is not granted in the following cases:

1. Installation of the charge controller and the photovoltaic system by unqualified personnel and/or not in accordance with the current state of the art.
2. Improper installation and non-compliance with SOLARA installation instructions.
3. Incorrect or inadequate system design, system configuration, exceeding the maximum open-circuit voltage or the maximum short-circuit current and any unintended modifications to the product, including by third parties.
4. Removal, or alternation of the serial number in any way.
5. Damage due to environmental and/or weather influences, smoke, soot, water ingress, salts, corrosion, chemicals, dust, other deposits, foreign substances, etc. In addition, force majeure such as earthquakes, hurricane-like storms, volcanic eruptions, floods, landslides, frost effects, hail damage, snow damage, avalanches, flying objects, direct and/or indirect lightning strikes, vandalism and/or theft and/or other unforeseeable events.

Claims for damages or liability, in particular due to any lost solar yields, are not covered by this warranty statement.

### 4. Contact person/guarantor

The contact person for all questions and claims against SOLARA arising from this guarantee agreement is:

SOLARA GmbH  
Kundenservice  
Donnerstraße 20  
D-22763 Hamburg  
Mail: info@SOLARA.de  
Tel.: +49 (0) 40 300 66 82 0  
Fax: +49 (0) 40 300 66 82 29

### 5. Final votes

German law shall apply to the exclusion of the UN Convention on Contracts for the international Sale of Goods (CISG) and the conflict of laws. Place of jurisdiction is Hamburg. The rights of the customer under the statutory warranty shall not be affected/restricted by the invocation of the warranty.