



## INVERTER WARRANTY – Off Grid Models

Off Grid Inverters are manufactured under license by Blue Mountain Energy Ltd. (The Company) (referred to as Blue Mountain) provides the following Warranty to the purchaser (The Customer) of the Off Grid Inverters (The Goods). The Customer is deemed to be the owner of the installed Goods at sale.

This warranty only applies where the products have been installed properly by a certified and licensed professional.

**1. Warranty Terms** The Company warrants all Goods to be free from defects in material or workmanship under normal use and service for a period of 3 years from the date of sale to the Customer (from 23.11.20). Sales made prior to this date have a standard 2 year warranty. The Warranty covers the cost of unit repair or replacement parts. The Goods must be returned to the Company for inspection. The company may repair or replace faulty components at its discretion. This warranty extends the Customer's statutory rights and cannot be construed so as to diminish such statutory rights.

**2. Warranty Limitations** The Warranty is valid only for Goods purchased either directly from the Company or from an authorized reseller of the company. The Warranty is not transferable and applies to brand new Goods only. Defective parts replaced under Warranty become the property of the Company. The warranty is only honoured when the batteries being used are approved for use by The Company (check for latest battery compatibility list before installation).

**The Warranty does not cover:**

- (a) Access, labour or transport costs.
- (b) Consequential damages including but not limited to loss of revenue.
- (c) Claims by third parties other than the Customer;.
- (d) Defects of installation. (Except where the installation is performed by the Company);.
- (e) Goods damaged as a consequence of incorrect installation. (Except where the installation is performed by the Company);.
- (f) Items ancillary to installation not supplied by the Company;.
- (g) Duties, import/export fees or costs and other general administrative costs;.
- (h) Damage to Goods caused by misuse, improper handling or unauthorized modification;.
- (i) Loss or damage occurring whilst in transit;.
- (j) Accidental or willful damage;.
- (k) Any Goods described in a quotation or delivery note as 'ex-display' or 'reconditioned'. (A separate Warranty extension may have been issued to cover such Goods.)
- (h) Damage to goods caused by misuse, improper handling, lightning or unauthorized modification/opening of unit.

Labour, travel and delivery (to and from customer) will be charged if goods returned found to be not faulty following a warranty claim.

**3. Warranty Claims Procedure** To make a warranty claim the following information needs to be provided:

- Completed RMA form
- CoC of Installation and/or MCS installation certificate
- Product Model (i.e. KODAK Off Grid Inverter, OG 5.48) and Product Serial Number (ie. 36101010101)
- Copy of the invoice for the inverter

Failing to provide any of the above information could result in the product having its warranty voided.

The authorised reseller will liaise with the Company regarding repair or replacement. The cost of unit repair or provision of replacement unit will be borne by the Company provided the Warranty has been validated and the Warranty period has not expired.

Where repairs must be affected at the Company's headquarters, the Company will endeavor to minimize the down time for the Goods. All rights reserved by Blue Mountain Energy Ltd. This information is subject to changes without notice. All rights reserved by Blue Mountain Energy Ltd. This information is subject to changes without notice.

### Contact Information

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