

Warranty information

Warranty Period

A period of 5 years is warranted from the date of your purchase of the PVMate series Products.

Warranty Terms

MOTECH INDUSTRIES INC. hereby provides this written Limited Warranty covering the Products with the models **PVMate4600MS-AU, PVMate3800MS-AU, PVMate3300MS-AU and PVMate2500-AU**, and if the Buyer discovers and notifies MOTECH in writing of any defect in material or workmanship within the applicable warranty period stated above, then MOTECH may, at its option: repair or replace the Product; or issue a credit note for the defective Product; or provide the Buyer with replacement parts for the Product.

The Buyer will, at its expense, return the defective Product or parts thereof to MOTECH in accordance with the return procedure specified below.

MOTECH will, at its expense, deliver the repaired or replaced Product or parts to the Buyer.

Exclusion of Liability

Any warranty of MOTECH will not apply if the Buyer is in default under the Purchase Order Agreement or where the Product, any part or its original label thereof is

1. Damaged by misuse, accident, negligence or failure to maintain the same as specified or required by MOTECH.
2. Damaged by external hazard or force majeure such as lightning strikes, storm, and/or fire.
3. Damaged by modifications, alterations or attachments thereto which are not authorized by MOTECH.
4. Transported, installed or operated contrary to this instructions of MOTECH.
5. Opened, altered, modified or disassembled in any way without MOTECH's consent.
6. Used in combination with items, articles or materials not authorized by MOTECH.

MOTECH reserves the rights to determine whether the problem exists within the Product. The Buyer may not assert any claim that the Products are not in conformity with any warranty until the Buyer has made all payments to MOTECH provided for in the Purchase Order Agreement.

Contact Solco for further warranty information or see the Solco website for further updates.

Product Return Procedure

On-site Inspection & Repair

If a Product requires warranty service, contact your merchant or MOTECH directly. After your application is received, the service will be implemented by our qualified technician in the installation field or in a designated MOTECH service centre. Problem isolation processes include,

1. Qualified service technician on site with digital measurement equipments, including but not limited to digital voltmeter and current clamp meter.
2. Isolation of the inverter from the external electrical environment under the guidance of a qualified MOTECH service representative.
3. Full declaration of the environmental conditions currently in place and historically preceding the failure, including but not limited to the utility grid connection and PV generator array configuration.

What Comes to Your Notice before Return

In case the Product fails to function and requires a Factory Service after diagnosis, the Product could be sent back using the proper shipping box and the packing materials. A copy of the original purchase invoice is also required to be included in the package. In addition, here are some documents which be attached with the return Product. Please provide as much detail as possible.

1. Model number and serial number shown on the label.
2. Fault message on the panel and how it reproduces.
3. Detailed descriptions before & after the fault condition and the utility grid system connected.
4. Whether or not the unit has had persistent faults despite servicing or has a fault history.

How Our Factory Service Occurs

1. Replace the defective Product with a new unit if it is purchased within 90 days.
2. Replace the defective Product with a refurbished unit if it is purchased after 90 days.

NOTE: All **remaining** warranty periods will remain effective for the replacement inverter or parts.

NOTE: Unauthorized returns will not be accepted and will be returned at the shipper's expense.

NOTE: All component replacement and its service labor costs are covered by the warranty in effect. Once the warranty expires, a Product found upon inspection by MOTECH, to be in specification is subject to an evaluation fee and applicable freight charges, if any.

WARRANTY REGISTRATION FORM

It is very important to you that you register the product. Changes in product technologies as well as new developments in software and features may make it necessary for us to notice you the related information about your inverter. Please register immediately after purchasing.

Company : _____ **Product Type :** _____

City, State Zip : _____ **Serial Number(s) :** _____

Phone : _____ **Date Installed :** _____

E-mail : _____

System Description : PV array size/type, Connection...

Your Comment :