



***This warranty is an integral part of the general terms of use and it determines the conditions of liability for Integral Solar Water Heating System (hereafter referred as “The Product”) of Solav-Dolav Solar Energy Cooperative Ltd. (hereafter referred as “The Company”)***

1. The Company undertakes that under regular terms of installation, use and service, the Products which The Company supplies are free of any defects of manufacture.
2. The Company warrants The Product against manufacturing defects and faulty materials for a period of five (5) years, starting from the date of installation of the Product.
3. The Company warrants the components supplied by it for a period of one (1) year, starting from the date of installation of the Product.
4. Within the warranty period The Company undertakes to repair or replace any part / component of the product found to be having manufacturing defects or unserviceable.
5. The Company may at its sole discretion replace the whole Product if found necessary by virtue of the nature of fault or defect which cannot be attended at the site of installation. In that case – the warranty will attend for the rest of the original period. Such defects, if noticed by the customer, should be reported to The Company's representative/s immediately upon its knowledge.
6. The Company shall be under no obligations under this warranty, if the company is satisfied that the defects are due to improper usage, negligence, any modifications/ alterations or tampering, over pressure, change of design/pattern of usage, accident, act of god or installation/repairs carried out by any person not duly authorized by The Company or by any reason beyond the control of The Company such as theft, war, earthquake, flood or storm & such other natural calamities like hailstorm, typhoon or cyclones, uprooting of trees or electric poles, wire & radio or T.V. antennas etc. causing accidental damage to the system.
7. This warranty excludes any damage inflicted by animals such as dogs, domestic animals, birds or any creatures or vandalism.
8. Under this warranty, no responsibility is accepted for any consequential loss or damage caused by any defect.
9. The repairs or replacement, if any, shall be carried out by The Company or its authorized dealers or representative only within a reasonable time required for communication, processing the complaint, procurement of the component, transportation of material & deputation of a person for examination & determination of remedial action to be taken to solve the problem. It is essential that the customer should grant access to The Company's representative for examination of the solar water heating system in full and facilitate the repairs as & whenever convenient to the customer & The Company's representative.
10. No fixed temperature warranty can be given of The Product, in view of the Geo-climatic & solar fluctuations. However, it is possible to achieve the hot water temperature in an ambient temperature starting from minus five degrees centigrade (-5°C).
11. This warranty in no case shall extend to payment of any monetary consideration or compensation.
12. Use of hard water in The Product is precluded under this warranty protection.
13. This warranty automatically becomes void on expiry of the warranty period.

**Company Signature** \_\_\_\_\_

**Date** \_\_\_\_\_