

GENNEX SOLAR WARRANTY

GENNEX provides 25 -Year warranty on all (Canadian Solar & Jinko Solar) Solar Panels installed by us and our **AUTHORISED** distributors

Faults due to voltage surge, wrong/self-installation, malicious damage, and negligence due to the customer are not covered by warranty and cost of repairs/replacement will be charged separately.

Warranty only applies when products are deployed and used according to the specifications mentioned herein:

1. Service during the warranty period in the event of the occurrence of a defect for which Gennex Technologies Ltd is responsible during the agreed warranty period, Gennex Technologies Ltd will, at its options, either:
 - Repair the defect(s) at the premises of Gennex Technologies or on site; or
 - Provide equivalent replacement (used, repaired, re-engineered and tested) or a new device.
2. Transportation:
 - The solar panels must be transported back in original or equivalent packaging.
 - The solar panels warranty does not cover transportation charges, cost on returning the panels, installation, removal or reinstallation of the solar panels.
3. Warranty Claims: Conditions:
 - In claiming warranty; customer must bring along the invoice of purchase, receipt, dated filled and signed warranty card or delivery notes.
 - The serial number of the device must not be removed or cleaned off.
 - Any action taken in connection with warranty claims must be coordinated with Gennex Technologies.
 - In the event of replacement of a device; the remaining warranty period shall not exceed the subsisting period.
4. Scope and Validity:
 - The warranty shall only be applicable to the solar panels clearly identified by the serial number. Other installation accessories shall not be covered by warranty.
5. Exceptions: Any defect caused by the following circumstances shall not be covered by warranty:
 - Failure to comply with the operating instructions, the installation guide and the maintenance instructions.
 - Faulty installation of the device.
 - Faulty start-up of the device.
 - Damage during the transportation of the device by customer.
 - Improper use or misuse of the device.
 - Interference with the device by a third party not assigned by the Company.
 - FORCE MAJEURE (violent, humid environment or stormy weather, lightning, overvoltage, fire, power failure surges, flood, accidental breakage or other events outside manufacturer's control etc.).
 - In the event of visit for Fault/Service/Repairs (FSR) by Company's Technician, a callout charge (N10,000.00) Ten Thousand Hundred Naira only will be paid by the customer.

