



## INVERTER WARRANTY – BME Hybrid Models

Blue Mountain Energy Ltd. (The Company) provides the following Warranty to the purchaser (The Customer) of the Hybrid Inverters (The Goods). The Customer is deemed to be the owner of the installed Goods at sale.

Product Codes – **BME-WP-12 & BME-WP-15**

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

### 1. Warranty Terms

The Standard Performance Warranty for the Products is valid for a period of Sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture of the Product (whichever comes first). If the product is purchased together with a Blue Mountain or Kodak branded Battery then an additional Sixty (60) months of warranty will be provided beyond the Sixty (60) standard warranty period

**2. Warranty Limitations** The Warranty is valid only for Goods purchased either directly from the Company or from an authorized reseller or agent 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); 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, water ingress or water damage, improper handling, lightning or unauthorized modification/opening of unit.
- (l) Installations outside of continental Africa and African associated territories;

**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. Hybrid Inverter BME-WP-12) and Product Serial Number (ie. 36101010101)
- Copy of the invoice for the inverter (and battery if appropriate)

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.

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### Contact Information

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