



## Warranty

A copy of this warranty is at the bottom of [www.TheSunPays.co.za/PriceList.html](http://www.TheSunPays.co.za/PriceList.html)

### **Narada batteries:**

- Factory backed 1-year warranty.
- If regular data logging can be supplied, like with the Axpert's WatchPower program, a factory backed 2-year warranty applies.
- Improper installation (including reverse polarity) will void the warranty.
- The Sun Pays does not carry the warranty on any human error nor natural causes (like lightning damage).
- **Problem diagnosis or exchange will only be done at The Sun Pays office in Cullinan.**

### **Axpert MKS inverters:**

Installation not according to the manual will void the guarantee.

Both the Axpert MKS 2kVA/1.6kW and the MKS 5kVA/4kW have a factory backed one-year guarantee from the date of invoice.

The warranty will be void in case of a code 9 fault. Thus:

- DO NOT disconnect PV panels or batteries while load is connected.
- DO NOT enable auto restart after overload, else the motherboard will fail with a code 9 fault.

Locally sourced equipment (breakers and distribution boards) are covered by the local suppliers.

**Problem diagnosis or exchange will only be done at The Sun Pays office in Cullinan.**

### High and low pressure geysers:

- Five years from purchase on all Black & White high and low pressure systems and manifold systems.
- Two years from purchase on all Green & White high and low pressure systems.
- One year on electronic control panels, and solar 12V circulation pump.
- Glass tubes cannot be guaranteed against breakage or cracking.
- Locally sourced elements, thermostats and valves are covered by the local suppliers.
- The guarantee is subject to water quality similar to the norm in the metropolitan areas.
- Improper installation will void the warranty.
- Please keep your invoice, so the date can be ascertained.
- **Problem diagnosis or exchange will only be done at The Sun Pays office in Cullinan.**

### Solar pumps:

- Factory backed 3-year guarantee on motor, 1-year on impeller/screw.
- Improper installation (including reverse polarity) will void the warranty.
- Should 220V power be connected to pump, warranty is void.
- The Sun Pays does not carry the warranty on any human error nor natural causes (like lightning damage).
- **Problem diagnosis or exchange will only be done at The Sun Pays office in Cullinan.**

### PV Panels:

- 10 years warranty on product material and technical processing.
- The Sun Pays does not carry the warranty on any human error nor natural causes (like lightning damage).
- Power output warranty:
  - 10 years: 90%,
  - 25 years: 85%.
  - This warranty also appears on the sticker on the back of each panel.
- **Problem diagnosis or exchange will only be done at The Sun Pays office in Cullinan.**