

MPS solar inverters

Warranty conditions

STANDARD and accessories

Valid from: August 1st 2016

Applicable products

These warranty terms and conditions are applicable for the following MPS inverters: single and three phase inverters, from 1KW to 25KW range and accessories. Concerning these product, these warranty terms and conditions are applicable only for GEL BATT has a dedicated warranty T&C.

Warranty programs for inverters

The STANDARD warranty covers the repair material and repair labor in repair center or on site depending on MPS decisions. Condition details are available in table 1.

The warranty covers, in addition to the STANDARD warranty, advance replacement inverter or power module, the freight costs and on-site removal and reinstall labor (fixed reimbursement). Condition details are available in table 1.

Warranty programs for Accessories

The solar accessories include recommended monitoring components and combiner boxes for central inverters. Accessory warranty covers the repair material and repair labor in repair center only or replacement product at NextGen sold discretion. Details are available in table 1.

Applicable countries

The warranty program applies when the product is installed in one of the following countries:

Australia, Canada, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Spain, Sweden, Switzerland, United Kingdom, United States.

The STANDARD and accessory warranty programs and are applicable in other installation countries.

Duration of warranty

The default warranty period for the STANDARD and accessories integrated into the inverter is 3 years starting from the installation/commissioning date but in any case, not longer than +56 months from manufacturing date.

The defaulting warranty period for accessories sold separately is 1 year starting from the manufacturing date.

Warranty claim

All warranty claims must follow the processes outlined below to be valid.

Claim must be made using the following method

- Via a phone Hotline. A list of countries offering hotline is available on NextGen Web site.
- Via the ticket service at: 13000 2 SAVE please have your receipt and install date ready

The following information must be provided:

- Inverter and/or device model\
- Serial number (S/S) and production week (WK) of the inverter: both are visible on the label of the inverter and/or device in .jpg format is recommended)
- Description of the problem and if available, the error code shown on the inverter
- Company details of warranty holder (complete address and name of the contact person)
- Company details of entity asking for assistance (complete address and name of the contact person)
- Email address of warranty holder
- Address of site of installation

NRG will provide a CARE number associated with the claim. This CARE number must be mentioned for any correspondence during the claim resolution steps.

Claim resolution

The resolution method of a claim is at the sole discretion of NextGen. It can consist of:

- Return and repair
- Advance replacement
- Repair on site

Advance replacement (advanced swap) for the program

Replacement unit is included in the added program. Nextgen will then ship a replacement power module or complete inverter before the defective product has been returned to a recommended repair center or Nextgen head office. At the sole discretion of Nextgen this replacement unit can be new, refurbished or equivalent in form, fit and function.

The delivery of the advance replacement unit is not, in any case, NextGen recognition or acceptance of the warranty claim. NextGen acceptance or no acceptance, of the claim will follow upon Nextgen's analysis of the returned inverter only.

The customer must make the defective inverter available for return within 7 days following the replacement and with an appropriate packaging.

The replacement unit remains property of NRG as long as the defective unit has not been returned.

At the end of the claim process the remaining warranty period of the affected unit will be transferred to the replacement unit.

Field intervention

In case of any field intervention (including advance replacement) decided by NRG, the choice of the NRG qualified technician belongs to NRG.

For the field intervention, warranty holder is responsible to ensure access and provide any required special equipment necessary to access the installation (e.g. scissor lift). Warranty owner has also to ensure that the installation and working environment is compliant with applicable Health and Safety standards. NRG technician may refuse an intervention if the conditions defined by NRG health and safety regulations are not met. Should the above conditions not be met, NRG will charge the warrant holder for any consequent cost.

Exclusion from warranty

The warranty claim is invalid in the following situations:

- Warranty period expired
- Mechanical damage during transportation of defective unit when done by customer.
- Any modification applied to the inverter that was not performed by NRG-authorized personnel
- Inappropriate installation or commissioning
- Negligence or inappropriate use of the product
- External event (overvoltage, failure of other components in the installation causing inverter failure, etc.)
- Non-observance of documentation, including preventative maintenance
- Force majeure, including but not restricted to lightning, power surges, natural disasters and fires
- Returned inverter shows no fault after analysis
- Improper or no application of safety regulations
- Utilization in combination with equipment, items or materials not permitted by NRG documentation

The warranty exclusion may be discovered by the warranty holder, by the technician in the field or during the repair of the unit in the NRG repair center. If a warranty exclusion is confirmed by NRG, the logistics, analysis, and associated material, labor and administration costs will be charged to the warranty holder. If a warranty exclusion is discovered during the repair, the repair will be stopped, the warranty holder notified, and when possible, a repair estimate will be provided.

Due to the evolution of technology, the replacement unit or new device provided may not be compatible with the installed system. The warranty does not cover any expenses or any costs which might be incurred to configure, retrofit or adapt the inverter to the installation.

Unless agreed upon in a specific contact, NRG will not provide financial compensation for energy that has not been fed into the grid by the installation during any service activity, including preventive and corrective maintenance.

The warranty claim will be invalid if incorrect details (inverter serial number, error code, etc.) are provided.

Preventive maintenance parts and consumables are not covered by warranty (i.e. overvoltage protection, fuses).

Legal aspects and other conditions

The warranty agreement is concluded between NRG and the warranty holder (the legal owner of the NRG inverter). Therefore, a claim by a third party is only possible if the warranty holder has explicitly authorized the third party to act under his/her name, and if the third party accepts the NRG terms and conditions in the name of the warranty holder. The NRG warranty terms and conditions will then apply to the warranty holder through the authorized third party.

This factory warranty is freely provided by the NRG and does not prejudice in any way the inverters conditions of sale, including any warranty provided by a third party entity from which it has been purchased.

The present terms and conditions supersede any terms and conditions that have been in force previously and applies to inverters sold from the date of validity of this document.

These factory warranty conditions are governed by Australian Law. All disputes relating to the validity, interpretation and execution of this document shall be assigned exclusively to the authority of the Tribunal.

NRG Has implemented a Code of Conduct, entitled "NRG Code of Conduct", that is available on NRG website Relations with NRG and with NRG staff should show behavior, accordingly.

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australia Consumer Law. You are entitled to a replacement of replaced for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

STANTARD, ASSURE and Accessories

Table 1: details of the Service terms and condition

Definition	Inverter		Accessories
	STANDARD Warranty	ASSURE Warranty	ACCESSORIES Warranty
Default duration (years)	5	5	2 when sold separately 5 when integrated in Inverter
Extended duration (total years) Must be purchased when the inverter is purchased	10	10	No extension
Repair material and labor costs in repair center	Included	Included	Included
Removal and reinstall costs (See conditions in description)	Not included	Included	Not included
Parameter setup of replacement product	Not included	Included	Not included
Material freight costs returning defective unit (to location defined by NRG)	Not included	Included	Not included
Material freight costs of repaired (or replacement) unit to customer	Not included	Included	Not included
Advanced replacement unit (where technically possible, the alternative is on-site repair)	Not included	Included	Not included
Technical hotline	A list of countries offering hotline is available on NRG Web site	Included	Ask your local NRG Representative for covered countries
Effective availability (percentage)	Not included	Not included	Not applicable
Preventive maintenance	Not included	Not included	Not included
Ready to ship indication After acceptance of claim. subject to material availability	Usually 10 working days After reception of inverter at the NRG repair center	Usually 5 working days	Usually 15 working days after reception at the NRG repair center
Where available	Worldwide	See list in page 1	Worldwide

For more information please contact your local Nextgen representative or visit:

<https://nextgennrg.com/>

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