

Warranty conditions for MAXX series frame panels

This guarantee applies to the flexible panels of the MAXX series. The guarantor is the company under the business name 4Sun limited liability company, limited partnership with its registered seat in Warsaw (03-236), at 4 Annopol Street, entered in the register of entrepreneurs of the National Court Register under the number KRS 0000703617, REGON 200693155, NIP 7182136943, whose registration files are kept by the District Court for the capital city of Warsaw in Warsaw, 13th Commercial Division of the National Court Register. The Guarantor guarantees that the delivered products are brand new and free from manufacturing and material defects.

1/ Warranty period

- The photovoltaic module is covered by a 12-year guarantee in terms of workmanship from the time of sale.

2/ Warranty conditions

- Ensure that the installation method and the module support system are strong enough to withstand all load conditions
- The mounting structure of the modules must be made of durable, corrosion- and UV-resistant material.
- The modules must be firmly attached to the mounting structure.
- Do not drill holes into the glass surface - this will void the warranty.
- Pay attention to the thermal expansion of the module frames and ensure that the minimum distance between adjacent frames is 10 mm.
- Module frames can warp at low temperatures.
- Avoid lateral stress and pressure on the frame, which can cause it to break or crush the glass.
- Always protect the rear panel of the module from foreign bodies or structural elements that could come into contact with the panel, especially when the panel is mechanically loaded.
- The modules can be mounted in either horizontal or vertical orientation.
- The guarantee does not cover any changes: in appearance (including, but not limited to, changes in colour and cell arrangement) and resulting from normal wear and tear (including, but not limited to, scratches, dirt, mechanical wear, rust, mould and other forms of natural life) that occur after delivery or installation of the modules.
- The guarantee is no longer valid if:
 - The damage was caused by incorrect installation or faulty wiring;
 - The user carried out the repair or modification on their own;
 - The panel shows signs of mechanical damage from use;
 - The panel becomes unusable as a result of force majeure, such as natural disasters, including but not limited to. lightning strikes, hailstorms, frost, snow, storms, tidal waves, floods, extreme temperatures, earthquakes, typhoons, tornadoes, volcanic eruptions, meteorites, ground movements, earth fractures, landslides or damage caused by animals;
 - The nameplate or serial number of the modules has been removed, altered or rubbed off;
 - The modules have been exposed to extreme weather conditions;
 - The Buyer has failed to pay the due purchase price of the panel to the Guarantor or its subsidiary if the latter has made the sale to the Buyer;
 - There was a combination of the subject of the contract with modules from other manufacturers with different parameters and design.

3/ Realisation of the guarantee

- Complaints should always be submitted by email to: reklamacje@4sun.eu with a completed complaint protocol, which can be downloaded from the website www.4sun.eu. Complaints must be submitted within a maximum of within 14 days of discovering a defect in the module.
- In order to process a claim, it is necessary to present proof of purchase (invoice, receipt) and to deliver to the Guarantor or retailer the claimed module bearing the original series designation.
- In the event that a Contract Item of the same type cannot be provided, the Guarantor reserves the right to replace it with a Contract Item of a different type, provided that the Contract Item of a different type corresponds to the quality and parameters of the replaced Contract Item.
- The module whose complaint is found to be valid will be repaired, replaced with a new one or refunded up to the maximum amount of the value of the Subject of the contract.
- 4SUN will endeavour to deal with a reported complaint within a maximum of 14 days of receipt of the faulty equipment.
- Guarantor will not cover possible costs for removal, installation of the claimed module.
- Guarantor is not obliged to provide the purchaser with a replacement panel for the duration of the claim.
- The guarantor is not liable for damage to the modules caused by the malfunction of other equipment that works with the module, in particular charge controllers or batteries.
- The warranty liability of the Guarantor is limited to the value of the Subject of the contract.
- The law applicable to the Nationwide Business Finder is Polish law.