



# Limited Warranty for RECOM Inverters

## **RECOM-SILLIA SAS**

4 Avenue Pierre Marzin, Lannion, 22300, France

**T:** +33 255030861, **F:** +33 255030862

**[www.recom-tech.com](http://www.recom-tech.com)**

## RECOM STANDARD PV MODULE MODELS COVERED UNDER THIS WARRANTY ARE:

Models	Description	Standard warranty	Extendable
RCM 1.0~3.0-SP-S	Single Phase, Single Mppt	120 months (10 years)	Yes
RCM 3.0~6.0-SP-D	Single Phase, Double Mppt	120 months (10years)	Yes
RCM 4~25-TP-D	Three Phase, Double Mppt	120 months (10years)	Yes
RCM 50~60-TP-M	Three Phase, Multiple Mppt	120 months (10 years)	Yes
RCM 80~110-TP-M	Three Phase, Multiple Mppt	120 months (10 years)	No
RCM 100~125-TP-M-HV	Three Phase, Multiple Mppt, High Voltage	120 months (10 years)	No
RCM 3.0~8.0-H-SP-D	Hybrid, Single Phase, Double Mppt	60 months (5 years)	No
RCM 4~12-H-TP-D	Hybrid, Three Phase, Double Mppt	60 months (5 years)	No
Accessories	WiFi module, GPRS module, LAN module, Data logger and CT, etc	24 months (2 years)	No

### LIMITED PRODUCT WARRANTY

RECOM warrants that all types of RECOM Inverters & Accessories are macro defect-free regarding materials and workmanship with the exception of improper installation, application, utilization and maintenance.

Any appearance or cosmetic change(s) of the Inverters and Accessories, including but not limited to any color change, dis-coloration, scratching, oxidation and mechanical & electrical wear-out, or any other change(s) attributable to or caused by the normal wear and tear over time, that may occur after the Warranty Start Date (i.e. date of delivery), shall be not covered by Limited Product Warranty.

Claims will be in effect under the Limited Product Warranty Duration only if the Customer has provided evidence sufficient enough to prove that the non-conformity or malfunctioning of the Inverter or Accessory results exclusively from the defect(s) and is covered by the Limited Product Warranty. RECOM will, at its discretion, (a) repair the defective product, (b) supply a replacement product, or (c) pay the end-user the current market price value of the product. The Limited Product Warranty does not refer to a specific power output.

### EXCLUSIONS AND LIMITATIONS

The Limited Product Warranty do not apply to any RECOM Inverters & Accessories subjected to:

- Misuse, improper installation and/or application not in accordance with the applicable local codes, failure to comply with RECOM's Installation Manual;
- Defects caused by improper storage, transportation, handling, assembly, operation or maintenance not in accordance with RECOM's Installation Manual;
- Repair and/or modification by a non approved technician;
- Extreme environmental conditions, lightning, flood, fire, hurricanes, whirlwinds, sandstorms, actions of third

parties or other events outside the control of RECOM i.e. force majeure;

- Damages due to environmental conditions, including but not limited to improper voltage, power surges, acid rain, marine environment, pollution factors, and external corrosion.
- Damages or failures caused by using the components or firmware which are not from RECOM.
- Damages or failures caused by the operation or using scope beyond the relevant national standards or industrial standards and any installations or operations violated RECOM specified installation circumstances.

The Limited Product Warranty do not cover any costs associated with installation, removal and/or re-installation of the RECOM Inverters & Accessories, customs clearance or any other costs relevant to the return of RECOM Inverters & Accessories. Removal of the products must be performed in accordance with applicable local codes and RECOM's Installation Manual. No return of RECOM Product(s) shall be accepted, without written authorization issued by RECOM.

### CLAIM PROCEDURE

Upon discovery of any justified claim(s) covered by the Limited Product Warranty, the Customer shall notify RECOM by registered letter or e-mail (customercare@recom-solar.com), providing detailed evidence (see below) that will initiate the Claim Procedure:

- Invoice and Purchasing receipt
- Inverter model name and serial number
- Solar system configuration information such as panel brand, panel type, panel connection method, grid, voltage etc.
- Inverter fault message (incl. fault code, fault pictures) and other describable information of the fault.
- Inverter historical fault information (if available).

Any claim(s) under this Limited Product Warranty must be brought to RECOM's attention within three months after identification.

### TECHNICAL DISPUTES

In the event of technical disputes relevant to RECOM Warranty claims, the Customer shall consult a first-class test institute such as TÜV Rheinland, VDE, RETC, or other, to issue a technical report including test results that will be utilised in order to determine the technical aspects of the claim(s). RECOM reserves all rights to handle each and every dispute at its own discretion.

### WARRANTY LIMITATIONS

Any repair and/or replacement of RECOM Inverters & Accessories, or any supply of additional RECOM Products, will neither renew the Warranty Start Date, not extend the original terms of the Limited Product Warranty. RECOM shall, at its own discretion, deliver another type of RECOM Inverter(s) or Accessory (ies) (different in size, colour, and/or power) in case that RECOM has discontinued producing the Product in question at the time of the claim.

### FORCE MAJEURE

RECOM shall not be whatsoever liable to the Customer, or to any third-parties arising, nor responsible of any non-performance or performance delays caused from natural disasters such as fire, flood, blizzard, hurricane, thunder, acts of God, changes of public policies, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials, and any other event deemed to be out of the control of RECOM.