

Terms of Guarantee and Replacement for Delta's Solar Inverter

(Revision of Aug 13, 2009)



1. Warranty and guarantee claims

The standard warranty term is 24 months, starting from the date on which the inverter is purchased by the end consumer. Delta Energy Systems (Germany) GmbH (hereinafter referred to as Delta) grants the SI series customer (SI 1900, SI 2500, SI 3300 and SI 5000) a standard guarantee period of 60 months starting from the date of purchase by the end consumer but maximum of 66 months starting from the production date (based on unit date code).

If the customer has obtained an extended guarantee, this period shall increase accordingly. The extended guarantee must be purchased along with the inverter itself.

The replacement service does apply to inverters only which are in within the guarantee period defined by these terms of guarantee and replacement.

2. Exclusion of liability

Warranty and guarantee claims shall not be admitted and liability shall be excluded in the event of any direct or indirect damage that is not attributable to Delta. All other issues are subject to our General Terms and Conditions and the terms of the Delta extended guarantee.

Warranty and guarantee claims as well as claims for liability for direct and indirect damage reported once the warranty or guarantee period has expired shall be automatically excluded; they shall also be excluded during this period if they relate to problems caused by:

- Act of God (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, etc.)
- Incorrect use or improper operation
- Insufficient ventilation
- Heavy contamination by dirt or dust
- Damage in transit
- Tampering/attempts to carry out repairs
- Faulty installation/commissioning
- Modifications without authorization
- Damaged (not readable) name plate
- No compliance with applicable safety regulations (e.g. VDE)

(The above list is not exhaustive.)



3. Replacement Service

a. Requesting a replacement inverter (for faulty devices in warranty)

When requesting a replacement inverter for an inverter, copies of the purchase invoice and guarantee certificate must be enclosed. The original documents must be provided at Delta's request. The name plate on the defective solar inverter must be readable and must not have sustained any permanent damage. In the event of any failure to meet this requirement, Delta reserves the right to refuse requests.

Before requesting a replacement inverter, please contact our solar support team or arrange for your installer to do this on your behalf:

Support Hotline: +49 (0) 180 16 SOLAR (76527) or
Fax: +49 (0) 7641 455-208 or via
E-mail: support@solar-inverter.com
Mondays to Fridays from 9 am to 5 pm (apart from official Bank Holidays)

We require the following details from the name plate of the defective solar inverter:

Inverter type	SI	6 characters
Part number	D.... or EOE....	8 or 11 characters
Revision	XX	2 characters
Date code	YYWW	4 characters
Serial number	LLLMMMXXYYWWZZZZZ	18 characters
Error messages shown on the solar inverter's display		
General details about the layout of the installation		

To enable the replacement process to be tracked (replacement inverter, return of defective inverter) we shall provide an internal RMA number (Return Material Authorization). Please remember to specify this RMA number on all documents and packages addressed to us.

Delta assures the customer that the replacement inverter will be sent out quickly. Practice has shown that it will normally take 2 working days for the replacement inverter to be dispatched from the moment when Delta confirms replacement. The inverter must be replaced by skilled personnel.

Once you have been assigned your RMA number and received your replacement inverter, please arrange the return shipment of the defective inverter to Delta using the call tag attached to the delivery note of the replacement inverter.

You must arrange to pick-up of the defective inverter with the mentioned forwarder service and its local phone number within no more than 10 working days. As soon as the replacement inverter is accepted, the defective inverter shall become the property of Delta.

To return a claimed inverter back to Delta please arrange the pick up by contacting the local DHL forwarder and agree appropriate date and time of inverter pick up. When calling the forwarder, please provide him with necessary details such as RMA / Reference No. and dimensions. The freight costs are covered by Delta.

The inverter needs to be fully packed before DHL arrival, please mark the box with RMA/ Reference No.



To prevent damage in transit, you must ensure that the inverter is placed inside the original packaging supplied with the replacement inverter that you will have already received and that this packaging is properly sealed.

The replacement inverter shall be covered by the remainder of the original inverter's guarantee period only.

Please note: You will receive the replacement unit together with an invoice at the valid reseller price of a new solar inverter which we will offset once the defective inverter is returned from your side. If the pick-up of the defective inverter is not arranged from your side within the period of 10 days, we shall claim the invoice of the shipped replacement unit.

b. Replacement rate for installers

If the device is replaced within the statutory warranty period by an installer, we shall pay installers a replacement rate, which is currently set at 80 Euros plus VAT. This is an ex gratia payment, which is made voluntarily and therefore excludes the possibility of any legal claims.

The replacement rate shall only be paid once the faulty inverter has been returned and inspected. This shall not apply in cases where the inverter does not show evidence of any faults following inspection by Delta or where there is an exclusion of liability.

In order for the payment to be made, not only must the product be covered by a valid guarantee, but a duly completed invoice must be sent to the following address showing the value added tax (VAT), the RMA number, the type and serial number of the defective inverter:

Delta Energy Systems (Germany) GmbH
Plant Teningen
Dept. Solar Support Team
Tscheulinstrasse 21
D-79331 Teningen
Germany

c. Inspection charge for inverters without faults

If inverters returned within the guarantee period as part of our replacement service do not show evidence of any faults during inspection by our service department, we shall invoice an inspection charge in respect of each inverter concerned, which is currently set at 100 Euros plus VAT and shipment and packaging. If the returned inverter is excluded of liability in accordance to section 2, we reserve the right to invoice you the charges in accordance to section 4.



4. Repair charge for replacing devices no longer covered by warranties or guarantees

Faulty devices which are no longer covered by the standard warranty or the standard guarantee time can become repaired by Delta at a repair charge. The standard repair process will apply:

- Faulty units have to become returned to Delta
- Delta will analyze
- Delta will return repaired device together with commercial invoice

SI 1900, SI 2200, SI 2000, SI 2500	EUR 300,-- plus VAT and shipment	
SI 3300	EUR 350,-- plus VAT and shipment	
SI 5000	EUR 400,-- plus VAT and shipment	

Solar inverters damaged beyond repair by overvoltage or due to causes for which the customer can be held responsible are excluded from these charges. In such cases, invoices will be based on the time spent in supplying a replacement device. The inverter must be returned in suitable packaging in order to avoid damage in transit.