

25-Year Replacement Warranty

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25-Year Replacement Warranty

Archai Powertech Ltd is committed to providing high-quality smart PV optimiser products. Our products are manufactured in strict accordance with the ISO 9000 certification management system, ensuring high standards of quality and reliability. This document outlines the terms and conditions of our 25-year replacement warranty.

Warranty Coverage

This warranty applies to all smart PV optimisers supplied by Archai Powertech Ltd and covers defects in materials and workmanship under normal operating conditions.

Warranty Benefits

- **Strict Pre-Delivery Inspection:** All products undergo rigorous testing before being dispatched to customers.
- **25-Year Free Replacement:** If a failure occurs due to a product defect within 25 years from the date of purchase, we will replace the defective product free of charge.
- **Paid Service Beyond Warranty:** If the failure occurs after the warranty period has expired, Archai Powertech Ltd will offer repair or replacement services at a reasonable cost.

Warranty Details

Item	Product Name	Model	Warranty Period	Coverage
1	Smart PV Optimiser	A11 Series	25 Years	Manufacturing defects and material flaws

Warranty Terms and Conditions

1. **Product Replacement:**

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- If a defect is identified within the warranty period, Archai Powertech Ltd will replace the faulty unit at no charge.
 - Replacement of a defective product does not restart or extend the warranty period; the original warranty duration remains in effect.
2. **Scope of Warranty:**
- This warranty covers defects arising from the manufacturing process or faulty materials.
 - The warranty includes only the defective part replacement and does not cover associated costs such as:
 - Return shipping charges for defective products.
 - Labor costs for removal or reinstallation of the product.
 - Any additional costs related to troubleshooting or system maintenance.

Exclusions from Warranty

The warranty does not cover:

1. **Cosmetic Changes & Normal Wear:**
 - Changes in appearance due to aging, discoloration, fading, or minor scratches.
2. **Unauthorized Alterations:**
 - Any modification or tampering with serial numbers, nameplates, or product labels.
 - Unauthorized repairs, alterations, or disassembly by a third party.
3. **Improper Use or Installation:**
 - Non-compliance with installation guidelines in the product manual.
 - Damage caused by improper wiring, incorrect system configuration, or external device incompatibility.
4. **External Damages:**
 - Accidents, abuse, or negligence.
 - Natural disasters such as storms, lightning strikes, floods, fires, earthquakes, or wars.
 - Power surges, external electrical faults, or voltage fluctuations.
5. **Indirect or Consequential Damages:**
 - Loss of revenue, profits, or business opportunities.
 - Any indirect or incidental damages resulting from product failure.
 - Costs incurred due to downtime or business interruption.

Warranty Claim Process

To make a warranty claim, the customer must follow these steps:

1. **Obtain a Return Authorization (RMA):**

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- Contact Archai Powertech Ltd's customer service department to initiate a claim via warranty@archaipower.com. Include "Warranty claim" in the subject of the email.
 - Provide proof of purchase, such as an invoice, logistics receipt, or installation report.
2. **Provide Product Details:**
- Include the serial number, model number, and a detailed description of the issue.
 - Submit relevant documents, such as installation records and acceptance letters, for verification.
3. **Returning Defective Products:**
- Authorised returns must be sent in the original packaging or a protective container.
 - The customer is responsible for arranging return shipping and associated costs.

Out-of-Warranty Services

After the warranty period expires, customers can still access repair and replacement services at a reasonable cost. These services include:

- **Component Replacement:** Customers can purchase replacement parts at market rates.
- **Technical Support & Troubleshooting:** Our team provides assistance for diagnosing issues and recommending solutions.
- **On-Site Repairs:** Subject to availability and additional service charges.

Charges for out-of-warranty services will be based on the latest pricing guidelines provided by Archai Powertech Ltd.

Limitation of Liability

1. This warranty is limited to the replacement of defective products and does not cover any additional liabilities.
2. Archai Powertech Ltd is not responsible for consequential damages or indirect losses caused by product failure.
3. The company's total liability under this warranty shall not exceed the original purchase price of the product.
4. No verbal or written information provided by Archai Powertech Ltd or its representatives shall create additional warranty obligations beyond what is stated in this document.

For further information or to initiate a warranty claim, please contact:

✉ Email: warranty@archaipower.com

🌐 Website: www.archaipower.com