

Products installed on boats that fall outside the remit of section 'o'; mini-expansion vessels; consumables as specified by us, including but not limited to:

- Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions;
- Damage caused by the non-observance of the manufacturer's user instructions; damage to the system as a result of scale;
- Any unauthorised adjustments made to the product by a third party; Any upgrading/improvement work required as a result of legislation, (health & safety or otherwise)

Products manufactured and supplied by Global Tech China Limited and Sunsynk Limited are guaranteed against material or manufacturing faults for the duration of the guarantee period (manufacturer's guarantee), subject to the following terms and conditions:

- a. The product must be purchased and installed within one of the following territories: the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man or the Channel Islands, South Africa, Namibia, Hong Kong and Australia.
- b) The product must be correctly installed and commissioned in accordance with the installation instructions for your product and must meet the requirements of the benchmark initiative if applicable.
- c) The guarantee period will commence from date of installation, unless the installation is made more than six months from the date on which the product was dispatched by us, in which case the guarantee period will commence six months from the date of manufacture.
- d) The guarantee period for your product/component will vary depending on its type and the accreditation of your installer.
 - 1 - Inverters 5 year warranty
 - 2 - Solar panels 15 year warranty
 - 3 - Alarms 3 year warranty
 - 4 - Batteries 1 year warranty
 - 5 - Control gear 10 year warranty
 - 6 - Power banks 2 year warranty
 - 7 - Light fittings 2 year warranty
 - 8 - Air conditioners 5 year warranty
- e) The product must only be used in a domestic or light commercial environment, (light commercial is defined as a semi domestic/commercial environment, including hair salons, small shops, pubs etc).
- f) The product must be maintained in accordance with the manufacturer's user instructions and serviced annually, by Global Tech China / Sunsynk or other competent engineer. Proof of servicing may be required to validate a guarantee.
- g) Once installed the product must not be moved unless authorisation has been provided by us in writing for you to do so.
- h) During the guarantee period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that:
 - 1 - We have authorised or carried out the repair or replacement.
 - 2 - Product is returned to our Hong Kong or UK depot.
- i) We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts or replaces the product.
- j) The guarantee period will not be extended even if we repair or replace any product or part.
- k) If we replace any component or product, the part or product removed will become our property.
- l) Any claim made under the terms and conditions of this guarantee must be made within the guarantee period.
- m) Products installed on permanently moored house boats are covered within the guarantee period for parts only.