

## Manufacturer Warranty Statement

### Warranty Period:

- Noark warrants its products against defects in materials, workmanship, and manufacturing for a period of **five years** from the date of delivery from the factory (Ex-factory Noark).

### Warranty Coverage:

- This warranty ensures that Noark products will perform adequately under proper conditions of use, installation, and maintenance.

### Warranty Actions:

- If a product fails to function properly within the warranty period due to defects in components or manufacturing:
  - Noark will, at its discretion, either:
    - Repair the defective product, or
    - Replace it with an equivalent model.
- Return Policy: All defective products must be returned to Noark for evaluation and subsequent repair or replacement.

### Special Warranty Conditions:

- Noark may offer extended or special warranty conditions based on local technical or commercial requirements. These will be detailed in a separate document.

### Terms and Conditions:

- The warranty terms provided here are subject to the following terms and conditions as outlined by Noark.

## Noark Component Standard Warranty Terms and Conditions

Effective from 01 Feb 2024

### Warranty Actions:

- If equipment is deemed faulty under Noark's warranty, and if feasible and appropriate, Noark will, at its discretion:
  1. Provide Hotline Support: Telephone and email assistance.
  2. Repair or Replace:
    - Repair the equipment at Noark's in-house workshop or an authorized service center.
    - Or, have a Noark field service engineer repair on-site or at an authorized center.
    - Replace the equipment with an equivalent model, with the remaining warranty period applied to the replacement. No extensions will be granted.

### Warranty Coverage:

- The warranty covers time and material costs to restore the equipment to full functionality.
  - Exclusions: Delivery charges, travel, and living expenses for on-site repairs.
  - Costs for client's employees or third parties.

### Warranty Exclusions:

- Not Covered:
  - a. Accidental Damage.
  - b. Negligent, Improper, or Inadequate Use.
  - c. Non-Compliance with Instructions: Including those in the End User and Installation Manuals.
  - d. Unauthorized Modifications or Repairs.
  - e. Natural Disasters or External Actions: Such as surges, floods, plagues, earthquakes, or third-party actions beyond Noark's control.
  - f. Overvoltage Damage: From solar modules or utility grid.
  - g. Insufficient Ventilation.
  - h. Inadequate Transport Conditions.
  - i. Non-Compliance with Installation Standards.
- Serial Number Issues: Products with manipulated or unreadable serial numbers are excluded.
- Aesthetic Complaints: Only considered if they affect functionality or performance as per Noark's brochures.

### Additional Exclusions:

- Transport Costs: For sending damaged products to Noark for repair or returning them are not covered.
- Labor Costs: Related to dismantling damaged products or reinstalling repaired ones are not covered.

- Unspecified Rights: Any warranty rights not explicitly mentioned in this document are not covered.

**Manufacturer's Responsibility Limitations:**

1. Force Majeure: Noark is not responsible for delays or non-fulfillment of warranty commitments due to force majeure or unforeseen circumstances.
2. Liability Exclusions:
  - Noark is not liable for:
    - Personal Injuries or Property Damage.
    - Business Interruption Costs.
    - Costs for Dismantling and Installing Replacements.
    - Overhead Charges.
    - Loss of Profits, Data, Reputation, or Customers.
3. Legal Compliance: These limitations apply unless they conflict with current product liability laws. In such cases, only the conflicting clause is void, with the rest remaining valid.

**Manufacturer Representative and Importer Information:**

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