

25 Year Product Warranty

Definitions

In this warranty, the following terms have the meanings given below:

Clenergy	(i) Clenergy Technology Co., Ltd or (ii) Clenergy International (HK) Limited or (iii) Clenergy (Xiamen) Electrical Equipment Co., Ltd. or (iv) Clenergy Deutschland GmbH or (v) Clenergy International (UK) Limited or (vi) Clenergy (Tianjin) Co., Ltd.
Customer	the person or firm who purchases the Products directly from Clenergy.
Products	All metal components that are designed and manufactured by Clenergy in the following products: - Ascent 1.1 - SolarRoof Pro - SolarRoof Pro 2.0
Commencement date	the day of the delivery of the products to the customer.

Warranty period

Clenergy warrants that the Products shall be free of defects in material and workmanship under Clenergy maintenance conditions for a period specified in the table below after the commencement date.

This product warranty applies within the European Union and UK, and applies to Clenergy products delivered after 01-11-2024.

Product Warranty Table for Installations in Corrosivity Category 1, 2, 3, 4 and 5 (ISO 9223)

Components		Material	Standard or Customized Product	Product Warranty		
				Corrosivity Category 1, 2 and 3	Corrosivity Category 4	Corrosivity Category 5
1	Aluminium Components	6005-T5 anodized to 10 microns	Standard	25 years		Not warranted *
		6005-T5 anodized to 15 microns	Customized	25 years		
2	MAC Steel Components	ZM275g/m2	Standard	25 years	Not warranted *	
3	Stainless Steel Components	SUS304	Standard	25 years		Not warranted *
		SUS316	Customized	25 years		
4	Screws for Tile Interface	Carbon Steel with Electro Galvanised	Standard	25 years		

* Needs to be customized based on the project requirements.

Warranty services

Within the specified Warranty periods, in the case that the products shall be reported to be defective by customer in writing. Clenergy will at its option to either:

- Repair the defective products; or
- Provide the replacement of the defective products that of an equivalent function.

Cost for dismantling of the defective component or any other indirect loss is excluded from this warranty.

This product warranty is not transferrable, not assignable and is VOID when the Product is transferred to another party without the prior written consent of Clenergy.

This warranty replaces any previously given warranty unless otherwise agreed by Clenergy.

Care of your products

Clenergy products are designed to be durable with minimal care, however it is important that you maintain your products in accordance with proper practices. This includes bolts connections on mounting structure that needs to be checked every year or checked before heavy wind weather. The product warranty will be VOID if maintenance wasn't conducted properly.

Exclusion (The Warranty does not cover)

- This Product Warranty does not cover material finish, or other considerations that do not substantially affect structural performance.
- Damage caused by transport, mishandling, improper loading, incorrect storage or malicious intent.
- Incorrect installation, that is not in accordance with Clenergy's installation manual, design loads, calculation tool or special conditions where advised.
- Damage caused by attachments not designed or approved for connection to the Product.
- Damage caused by the product being modified without any written approval by Clenergy.
- Damage caused by earthquakes, or any other acts of God or any other event outside of our control (including, but not limited to, terrorist acts, riots, acts of war or man-made disasters).
- Damage caused by lightning strikes or excessive currents through the earthing/grounding clamps, clips or lugs.
- Superficial damage caused by stains, scratches, oxidization, mould or lichen buildup that does not result in impairment or failure of the product to perform its function.
- Any natural impairment and corrosion that does not compromise the structural performance.

Last Updated 12 October 2024

Clenergy

1001-1009
Min'an Rd, Huoju
Hi-tech Ind.
Dev.
Zone, Xiang'an
District 361101,
Xiamen, Fujian,
China

Phone: + 86 592 311 0088
Email: sales@clenergy.com
Web: www.clenergy.com