

# Product and performance guarantee

## for modules of the EnbekonDIAMOND series

### 10-year product guarantee

VR Enbekon eG guarantees for a period of 10 years from delivery (delivery date) that the components used in the monocrystalline and polycrystalline PV modules are free from material defects and processing errors.

### Guarantee terms and conditions

VR Enbekon eG only grants a 10-year product guarantee if:

- The PV modules are assembled in accordance with enclosed installation manual and maintenance instructions
- Equipment tested and approved for PV systems is used
- The PV modules are used as intended
- The PV modules are operated in accordance with the technical operating conditions for PV modules
- Maintenance and service are carried out by qualified experts
- Use by the first operator after first assembly is in accordance with the contract

However, if any components should be missing, VR Enbekon eG reserves the right after a thorough inspection to replace, exchange or refund the goods less a reduction for the period that the goods have been used. The exchanged goods become the property of VR Enbekon eG.

### Performance guarantee

VR Enbekon eG also grants a performance guarantee for:

- 10 years at 90 % and
- 25 years at 80 % of the nominal capacity specified in the data sheet

For individual or additional deliveries (outside of the statutory guarantee), the costs incurred for transport, removal and installation are not included in the guarantee. The costs incurred must be borne by the customer.

### Limit of product and performance guarantee

Claims for compensation and claims for loss of earnings, indirect damage, compensation for use and claims for damages incurred outside of the product are not justified.

Unless there is injury to health, body or life, the total amount of the guarantee is the amount stated in the end customer's invoice on the purchase date for the components to be refunded.

All claims against any contract partner or VR Enbekon eG must be made in writing within 30 days of the guaranteed event becoming known.

Products may not be sent to VR Enbekon eG without agreement in writing; products sent without agreement in writing will not be accepted.

### Exclusions of guarantee

The guarantee is excluded in the event of damage being caused intentionally or due to negligence, disregard of the installation manual and maintenance instructions, improper use, the effects of force majeure or the forces of nature such as earthquakes, hurricanes, volcanic eruptions, flooding, lightning or unexpectedly high volumes of snow for the region.

The guarantee is also excluded in the event of use on mobile units, all kinds of land and water vehicles and due to extreme influences such as direct contact with sea water, smoke, salt and chemical substances (including cleaning agents).

The product and performance guarantee applies for PV modules purchased from 1st of August 2013.



### VR Enbekon eG

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