

## WARRANTY CARD FOR MOUNTING STRUCTURES FOR PHOTOVOLTAIC SYSTEMS

### WARRANTY CONDITIONS

**1. IVENDO Sp. z o.o. company grants you a warranty on the mounting structures for photovoltaic systems.**

- **Warranty covers the mounting structure -  
name, type ..... quantity .....**
- **Warranty period - 10 years**

**2. Installer certification:**

**The mounting structure has been installed properly, in accordance with the manufacturer's recommendations.**

date..... stamp/signature..... certification number.....

**3. General conditions:**

**The manufacturer provides a warranty on the subject of supply - the mounting system for photovoltaic panels for a period of 10 years from the date of signing the acceptance protocol / sales invoice.**

**The manufacturer's warranty covers:**

- **durability of metal elements against corrosion**
- **mechanical strength of the structure for snow and wind loads for the given installation zone according to the manufacturer's recommendations.  
Snow and wind loads - the mechanical strength of the structure has been determined based on validation tests conducted by IVENDO Sp. z o.o.  
In addition, external tests on the relationship between force and deformation were conducted by TUV Rheinland Polska Sp. z o.o.  
confirmed by the TUV Safety T+M certificate number .....**

**The manufacturer covers the warranty on products that:**

- **have been assembled with undamaged, complete elements**
- **have been assembled correctly, in accordance with the manufacturer's assembly instructions for this type of structure and in accordance with the manufacturer's design documentation - if applicable.**

**During the warranty period specified in point 1, the user of photovoltaic systems has the right to free removal of all defects in the mounting structure resulting from the manufacturer's fault.**

**In case of inability to repair, the mounting structure of the photovoltaic system will be replaced with a defect-free one. The repair time is 21 working days from the date of written or email notification of the defect to IVENDO Sp. z o.o.**

**The complaint should be certified by the Installer who carried out the installation of the structure.**

**3. The recognition of the warranty by the manufacturer requires that:**

- **the mounting structure was installed by a qualified installer**
- **the mounting structure was installed in accordance with the manufacturer's recommendations**
- **all visible defects, faults and malfunctions of the devices were reported immediately.**
- **photovoltaic modules were installed in accordance with the manufacturer's assembly instructions of the modules (particular attention should be paid to the placement of the mounting clamps on the aluminum frame of the modules)**
- **All elements of the mounting structure were purchased from IVENDO Sp. z o.o. and were not replaced with components from other distributors. The exception are mounting elements outside the offer of IVENDO Sp. z o.o., which are a supplement to the complete mounting structure, such as ballast blocks used as ballast or chemical anchors, etc., provided that they have a compliance declaration allowing them to be used in construction.**

**4. Exclusions from the warranty:**

**The warranty does not cover the manufacturer's product in the following situations:**

- **The product has been stored or transported in an inappropriate way.**
- **Incorrect components were used during the installation of the product.**
- **The product has been installed or operated in a manner inconsistent with technical conditions.**
- **The zinc-coated product has been mechanically damaged causing damage to the anti-corrosion layer.**
- **The product has been mechanically damaged causing a change in geometry.**
- **The product has been assembled in violation of the assembly instructions and applicable technical standards and regulations.**
- **The product has been disassembled without the knowledge of the manufacturer in a manner inconsistent with applicable standards.**
- **The product has been assembled despite damage incurred before assembly.**
- **The product has been assembled with changes not included in the manufacturer's design documentation, or using elements not included in this documentation.**

- The product has been exposed to extraordinary external influences that have exceeded the maximum strength of the structure specified in point 3
- The product has been subject to an act of God (e.g. fire, vandalism)
- The product has been assembled in an aggressive environment (high level of pollution in the area, areas with high humidity, coastal areas with medium salinity, areas classified in the environment corrosion category procedure as C4/5 - in the sense of EN12500 standard).

**5. Other conditions:**

The warranty does not exclude, limit or suspend rights arising from the provisions on liability for defects in the sold goods. The supplied mounting structure meets the technical requirements specified for this type of structure in construction.

**6. Installation of the structure - data regarding the installation:**

- Investor/user: .....
- Full address: .....
- Contact details: phone, e-mail: .....
- Investment location: .....

**7. Declaration of the User / Investor**

1. The mounting structure has been installed in accordance with the manufacturer's recommendations.
2. The user has read the terms of the warranty.

**User:**

**Installer:**

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company stamp, date and signature

**8. Record of warranty repairs**

Lp.	Repair request (date)	Service notes	The repair was made (date, signature, company stamp, phone number)	Completion of repair(date)	Warranty extended to (date)
1.					
2.					
3.					
4.					
5.					
6.					