



Warranty Terms and Conditions

Structural and anti-corrosion warranty

The supports manufactured by SUNFER, are manufactured under strict production control in the factory as well as our raw materials that are tested and controlled periodically, so we can offer the following guarantee for our products

Structural guarantee of twenty-five (25) years.

Anti-corrosion guarantee according to table 1.

| Materials | NON-HARSH environment (1) Distance to coastline Greater than 5 Km | HARSH or MARINE environment Distance to coastline Less than 5 Km |
|--------------------|---|--|
| Raw Aluminium | Fifteen (15) years | Five (5) years |
| Anodized Aluminium | Twenty-five (25) years | Twenty-five (25) years |

Table 1.

(1) Non-exhaustive list of zones considered to be harsh environments:

- a. Industrial zones with emissions that include sulphur dioxide, nitrogen oxides, sulphuric acid, sulphuric compounds, chlorine, or other volatile gases; 5 km safety distance.
- b. Electric generating stations that use the following fuels: coal, natural gas, petroleum: 5 km safety distance.
- c. Petrochemical plants; 5 km safety distance.
- d. Cellulose factories; 5 km safety distance
- e. Wastewater treatment facilities: 500 m safety distance.

In these areas it is necessary to use anodised aluminium as long as the safety distance indicated above is not exceeded.

The adhesive warranty on 07.1H and S07.1 is ten (10) years. The warranty on the 2-sided adhesive tape of the S07.1 anchor covers the product supplied by Sunfer and can be applied provided that the breakage is caused by the profile tearing away from the adhesive tape. In the event that the breakage is caused by the adhesive tape tearing away from the cover, it will be considered a faulty assembly on site.

Mixed galvanised steel and raw aluminium supports such as, for example: Elevated, Monopoles, Car parks:
Environments C3 fifteen (15) years guarantee.
Environments C4-C5 five (5) years.

Mixed galvanised steel and anodised aluminium supports, such as: Elevated, Monopoles, Car parks:
Environments C3 guarantee twenty-five (25) years.
Environments C4-C5 fifteen (15) years.

This warranty applies to orders supplied from 03/01/2023, orders supplied prior to this date will be governed by the warranty document in force on the date of supply.

The warranty covers the final installation and therefore applies directly to the end user of the structure. In order to manage the warranties, the final customer will have to contact the distributor who has made the supply so that he can send it to the SUNFER Customer Service. The guarantee period starts from the date of the delivery note and it will be cancelled if the customer has not complied with the payment terms agreed in the invoice.

In order to execute the guarantee, the following documents must be sent:

- Sales invoice
- Date of commissioning.
- Details of the end customer.
- General photographs showing the entire installation.
- Detailed photographs:
 - o Fixing of the structure to the roof showing the distance between fixings.
 - o Assembled structure without photovoltaic modules.
 - o Rear view of the structure. Drawing of the affected area showing the distances between anchor points and distances between frames if applicable.



Coverage and exclusions

Coverage

This warranty covers the replacement and transport to the destination of the defective part or the product in its entirety free of charge. If the product is not available, a product of similar characteristics will be supplied.

The warranty is limited to the replacement of the defective product, so no costs associated with the return will be assumed: disassembly, as well as compensation for consequential damages, supplementary or related to loss of profits or other indirect costs.

The warranty covers all those metallic elements included in the SUNFER brackets.

Exclusions

The warranty does not cover any defects resulting from:

- Inadequate assembly due to not following the SUNFER installation manuals.
- Excessive or insufficient tightening torques.
- Modifications or installations other than those recommended by SUNFER.
- Installation of auxiliary elements other than the supports supplied by SUNFER.
- Improper handling of the product during installation.
- Inadequate handling of the goods. Damage to the product after the shipment, inadequate storage of the product.
- All those purely aesthetic defects that do not affect the structural safety of the product.
- Installations in locations where wind or snow loads exceed those indicated in the product data sheet.
- Inadequate maintenance, see MAINTENANCE MANUAL.
- Fire or exposure to temperatures above 110 °C.
- Problems or defects caused by pollutants not initially contemplated (1).
- Natural disasters such as earthquakes, floods, hurricanes, tornadoes, cyclones, landslides and avalanches, volcanic eruptions or earthquakes.

For those supports in which the fixation to the surface is not included, SUNFER will not be responsible in case of pulling out or collapse due to an insufficient or badly installed anchorage.

Guarantor, execution of Warranties.

The guarantor is SUNFER ESTRUCTURAS S.L.U., registered office at Camino de la Dula s/n 46687, Albalat de la Ribera, Valencia, Spain.

Claims arising in connection with this warranty cannot be transferred to third parties.

The law in force in Spain shall apply with regard to the warranty and any disputes relating to it.

