



Xiamen Goomax Energy Technology Co.,Ltd

Add: 17/F, Building 1, Electronics City International Innovation Center, Jimei District, Xiamen, China

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Product Warranty

§ 1 Limited Warranty

A. **Xiamen Goomax Energy Technology Co.,Ltd** hereinafter referred to as “Goomax Energy”, warrants only to its direct customers that the solar mounting products offered by Goomax Energy, will be free from defects in workmanship and material during the applicable warranty period identified in as the following:

- 1) The warranty period for **metallic product components** of the following solar mountings is **25 years** (listed in the Product Warranty Table):
 - A. **aluminum solar mounting**
 - B. **zinc-Magnesium-Aluminum coated solar mounting**
 - C. **hot-dip Galvanized Steel Mounting**
- 2) The warranty period for **all non-metallic product components** is **3 years**.
- 3) Each warranty period commences on the date of delivery of the Product to the Customer.
- 4) The warranty is only valid provided that the product has been maintained correctly in accordance with the section “Product Care”.

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

| Product | | Material & Finish | Standard or Customized Product | Product Warranty for Different Corrosivity Categories | | |
|---------|-----------------------------|--------------------------------------|--------------------------------|---|---------------|---------------|
| | | | | C1~C3 | C4 | C5 |
| 1 | Aluminum Components | AL6005-T5 anodized to 10um | Standard | 25 years | 25 years | 25 years |
| | | AL6005-T5 anodized to 15um | Customized | 25 years | 25 years | 25 years |
| | | AL6005-T5 anodized to 20um | Customized | 25 years | 25 years | 25 years |
| | | AL6005-T5 10um Black Electrophoresis | Customized | 25 years | 25 years | 25 years |
| 2 | Galvanized Steel Components | Galvanized Steel at 65um | Standard | 25 years | Not warranted | Not warranted |
| | | Galvanized Steel at 85um | Customized | 25 years | Not warranted | Not warranted |
| 3 | Stainless Steel Components | SUS304 | Standard | 25 years | 25 years | 25 years |
| 4 | Fasteners | SUS304 | Standard | 25 years | 25 years | 25 years |
| | | SUS316 | Customized | 25 years | 25 years | 25 years |
| | | SUS304 Black Electrophoresis | Customized | 25 years | Not warranted | Not warranted |
| 5 | Screws | Q235+ class 3 | Standard | 25 years | Not warranted | Not warranted |
| | | Q235+ class 4 | Customized | 25 years | 10 years | Not warranted |
| | | Q235+ class 5 | Customized | 25 years | 25 years | 10 years |
| | | SUS410+ class 3 | Standard | 25 years | Not warranted | Not warranted |



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| | | | | | | |
|--|--------|----------------------------------|------------|----------|---------------|---------------|
| | Screws | SUS410+ class 4 | Customized | 25 years | 10 years | Not warranted |
| | | SUS410+ class 5 | Customized | 25 years | 25 years | 10 years |
| | | SUS410+ Black Electrophoresis | Customized | 25 years | Not warranted | Not warranted |

Notes:

1. For aluminum products of AL6005-T5 anodized to 10μm, their installation spacing shall be reduced by 5% to ensure 25-year life time when installed in C4 environment or it shall be following the project specific engineering certificates.
2. For stainless steel components and fasteners installed in C5 environment, it is required to clean them and apply anti-corrosion treatment every 5 years.

B. This Limited Warranty sets forth Goomax Energy's total and exclusive warranty obligation. Goomax Energy does not assume, nor authorize any person to assume for it, any other liability in connection with the sales of its Products.

C. This Limited Warranty does not cover any adverse effects on any Product or any Product defects which arise because:

1. The Product was not assembled and installed in accordance with the assembly and installation instructions and the applicable technical norms and regulations;
2. Product finish (natural surface oxidation) or any natural impairment or surface corrosion that does not compromise the structural integrity.
3. The Product was not assembled and installed by qualified personnel defined in the installation manual;
4. The Product was not transported, installed, assembled, tested or operated in accordance with best prudent industry methods and practices;
5. The Product was not used in accordance with the published technical specifications or the Product was used contrary to the intended purpose as specified in the installation manual;
6. The Product was not properly stored before or during the assembly/installation phase;
7. Interferences with or changes to the Product or its accessories were made without the express written consent of Goomax Energy;
8. Accessories which are not original Goomax Energy's accessories were used in connection with the Product;
9. The Product was subject to extraordinary environmental conditions (e.g., excess voltage, magnetic fields or similar circumstances);
10. The Product was subject to a force majeure (as defined in § 3A below);
11. A heightened salt content in the ambient air or oxidation-provoking metal combinations (e.g., copper) have caused corrosion at the installation site of the Product; or
12. The load capacity of the roof construction and/or the foundations, footers or ground has not been assured according to the accepted state-of-the-art technology and applicable technical norms and regulations.

D. Performance under this Limited Warranty will not trigger the commencement of a new warranty period, nor will it extend the applicable warranty period.



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§ 2 Procedures in the Event of a Warranty Claim

If the Product exhibits defects that are covered under this Limited Warranty, then please promptly contact Goomax Energy Customer Service at (0086) 592-2938661 or by the fax number (0086) 592-2938662. Please have the following information available when contacting us by phone:

- Your name, address, ZIP or postal code and a telephone number where you can be contacted.
- The Product model description
- Purchase receipt containing the date and Customer's address
- Warranty certificate of the defective Product (if available)
- The date of installation
- The location and address of installation
- A complete listing of the observed defects and additional information which could help in analyzing the defect.

The following documents and information must be made available to Goomax Energy upon request:

- Photographs of the damaged Product(s)
- System circuit diagram(s)
- Any pertinent system monitoring or data capture records

§ 3 Warranty Limitations and Final Provisions

- A. This Limited Warranty does not apply if the defects or discrepancies in the condition of the Product are not material and such defects or discrepancies are insignificant with respect to the value or conforming use of the Product.
- B. Goomax Energy is not liable for any delays or failure to provide the warranty performance listed in § 1, if that delay or failure is caused by force majeure (i.e., war, war-like conditions, terrorism, vandalism, earthquake, civil unrest, strikes, epidemics, fire, flooding, lightning strike, hail or other similar circumstances which are beyond Goomax's control).
- C. The total scope of liability under this Limited Warranty is limited to the purchase price paid by the Customer for the individual Product.
- D. The foregoing provisions state Goomax Energy's entire liability, and the Customer's exclusive remedy, for any breach of warranty. In no event will Goomax Energy be liable for any consequential or incidental damages arising from or out of the installation or use of any product, or any breach of warranty; Without limiting the foregoing, Goomax Energy shall not be liable for personal injury, property damage, lost profit, lost revenue, advertising or manufacturing costs, overhead costs, lost customers, operational disruptions or down-time resulting from the installation or use of any product or any breach of warranty.

§ 4 Important Notifications

- A. Any and all costs for repair or replacement outside the Warranty period are the responsibility of the customer.



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- B. When Goomax attends a site and finds that the Product is not faulty, the costs for the visit will be payable by the customer.
- C. Defective Products shall be uninstalled and/or reinstalled at the customer's expense and risk.

§5 Product Care

- A. Goomax Products are designed to be durable with minimal care, however it is important that you maintain your mounting Product in accordance with proper practices. This includes regular maintenance and inspection to avoid damage.
- B. The aluminum components are made from AL6005-T5 with anodization. The aluminum may undergo some surface oxidization in service. Please note that this is normal and part of the natural ageing process. The result may even be beneficial to the longevity of the Product, as the oxidization can provide additional protection against degradation by pollution and atmospheric corrosion.
- C. It is mandatory to have an annual check on torque values of all fasteners installed. Please refer to Goomax Installation Manuals for torque values if needed.
- D. Regular cleaning is required to remove soils and other contaminants on the products.
- E. It is prohibited to use harsh chemicals or highly abrasive materials that may damage Product surfaces. Use only cleaners that are designed for aluminium and always wash them off with clean water afterwards. Steel components should be inspected before and after installation and any damage to the galvanizing should be treated immediately to prevent rusting. It is normal for galvanized Products to develop a surface barrier, which helps to protect the surface from contaminants in the atmosphere and does not adversely affect the Product.
- F. Avoid contamination from any rusty items or chemicals in storage process. Should any contamination occurs, please clean the product and practice any necessary repairs such as galvanized paint and antirust treatment before installation.

