

ORION INVERTER SERIES 4~11KW WARRANTY TERMS & CONDITIONS

Warranty is against manufacturing defect. Any defective product will be repaired or replaced at its option free charge within the period of warranty subject to the following conditions.

1. This product carries 02 years repairing and parts replacement warranty from the date of its purchase. Terms & Conditions apply.
2. Product model & serial number must be duly filled in, stamped & signed by seller.
3. This warranty is not valid for claim resulting from accident/ mishandling/ during transportation/ wrong installation done by unapproved installer.
4. Before installation please follow necessary precautions in installation guide.
5. When any fault occurs to the product, please contact company/ services center dealer for repair first.
6. No warranty will be applied if unit is damaged by any short circuit or due to input / AC voltage fluctuations.
7. No warranty will be claimed if unit is opened by any unauthorized person or if unit warranty seal is broken.
8. Power fluctuations, lightning strikes, or electrical grid disturbances can subject solar inverters to damaging voltage spikes. However the inverter on itself cannot generate surge or unstable voltages and spikes. Any damage to electric appliances due to external grid disturbances are not covered by SolarMax.
9. Please provide the warranty card at time of warranty claim otherwise no claim will be entertained.
10. Warranty void if SolarMax logo is removed anywhere from the product.
11. Warranty void if inverter damaged due to lighting/ Dust/ insects (Cockroach, Lizard, etc.).
12. Warranty would be cover under manufacturer terms & conditions.
13. In case of lifetime warranty claim, the customer is required to come to the service center with warranty card and pay for the inverter parts. SolarMax will only give out free repair services.
14. For Warranty Claim, Inverter Pickup and Drop to Services Centre is entirely Customer Responsibility.
15. In case of any dispute any legal formalities arise It will be proceeded in the jurisdiction of Lahore.

*Terms & Conditions Apply

*Warranty Terms & Conditions change without any prior notice.

Note: The time for any kind of warranty claim is approximately 7 working days, starting from when the customer registers the complaint and provide the product for assessment.