

Warranty Conditions for Peimar PSI-X Series Products

Excluding storage systems/batteries

Peimar SRL ("Peimar") provides this warranty to its buyers for the Peimar Products ("Products") listed below.

1. Covered Products

These warranty conditions apply exclusively to the following products:

- a. Peimar Inverter of the PSI-X1P Series (TL - TLM - HY)
- b. Peimar Inverter of the PSI-X3P Series (TP - TPM - HY)
- c. Peimar Inverter of the PSI-X3S Series (HY)
- d. External Parallel BMS, Code PSI-X-PRL-BMS
- e. PSI-X Series Accessories Models: PSI-X-H-WIFI, PSI-X-H-WIFI-3.0, PSI-X-H-ETH, PSI-X-H-ETH-3.0, PSI-X-3PMETER-HY, PSI-X-3PMETER-HY-TA, PSI-X-1PMETER-ZI, PSI-X-HPAB

2. Standard Warranty Period

Peimar guarantees the following standard warranty periods, starting from the delivery date (Incoterms 2020) of the Products to the Buyer:

- a. Peimar Inverter of the PSI-X1Pxxxx-TL Series (xxxx: from 1100 to 3000): 120 months (10 years)
- b. Peimar Inverter of the PSI-X1Pxxxx-TLM Series (xxxx: from 3000 to 6000): 120 months (10 years)
- c. Peimar Inverter of the PSI-X1Pxxxx-HY Series (xxxx: from 3000 to 6000): 120 months (10 years)
- d. Peimar Inverter of the PSI-X3Pxxxx-TP Series (xxxx: from 6000 to 10000): 120 months (10 years)
- e. Peimar Inverter of the PSI-X3Pxxxx-TPM Series (xxxx: from 15000 to 20000): 120 months (10 years)
- f. Peimar Inverter of the PSI-X3Pxxxx-TPM Series (xxxx: from 30000 to 125000): 60 months (5 years)
- g. Peimar Inverter of the PSI-X3Pxxxx-HY Series (xxxx: from 6000 to 10000): 120 months (10 years)
- h. Peimar Inverter of the PSI-X3Sxxxx-HY Series (xxxx: from 6000 to 10000): 120 months (10 years)
- i. External Parallel BMS, Code PSI-X-PRL-BMS: 60 months (5 years)
- l. PSI-X Series Accessories: 24 months (2 years)

3. Warranty Conditions

If the Product shows malfunctions and requires troubleshooting, please contact your distributor or retailer directly. Alternatively, you may send a written request to Peimar technical support to process the warranty claim.

Throughout the entire warranty period, Peimar covers all labor and material costs necessary to restore the faulty Product at the factory, after verifying the existence of design or manufacturing defects.

This warranty does not cover:

- Labor costs for mounting/dismounting the defective Products and any replacement Products.
- Transport and pickup costs for the Products.
- Loss of production from the photovoltaic system.

To request service under Peimar's warranty policy, you must provide the following information and documentation relating to the defective Product:

1. Model and serial number of the Product.
2. Copy of the purchase invoice.
3. Copy of the installation report and installation date.
4. Detailed description of the issue; display error message (if available) and any useful information to determine the defect.
5. Detailed information on the complete system (solar panels, inverter, system configuration, etc.).
6. Documentation of previous claims or replacements (if any).

Upon receiving the above information and verifying the defect covered under warranty, Peimar will, at its sole discretion:

- Repair the Product at the factory.
- Repair the Product directly on-site where installed.
- Replace the Product with a new, refurbished, or equivalent unit in terms of characteristics, shape, and functionality.
- Issue a credit note for the purchase amount paid at the time of purchase.

In the case of a replacement, the replacement device will inherit the remaining warranty period of the original replaced Product.

No new warranty certificate will be issued for the replacement device.

If, following evaluation by Peimar technicians, Product replacement is deemed necessary, Peimar will provide a replacement unit.

The defective Product must be returned to the nearest Peimar service center using the original packaging or suitable packaging that adequately protects the Product.

Peimar reserves the right to carry out warranty service through an authorized Peimar service partner.

4. Post-Warranty Service

If the maintained Products are no longer covered by warranty, Peimar will charge the customer for on-site service, components, labor, and logistics costs.

The detailed standard refers to the table below:

Item	Factory Maintenance	On-Site Maintenance
Without component replacement	Labor fee + logistics (to and from Peimar)	Labor + on-site service fees
With component replacement	Labor + components + logistics costs (to and from Peimar)	Labor + on-site service fees + components

- On-site service fees: Travel and technician time costs to visit the site.
- Components: Cost of spare parts (including any applicable shipping/administrative charges).
- Labor: Cost of technician work time for repair, maintenance, installation (hardware or software), and troubleshooting of the faulty Product.
- Logistics costs: Shipping and other expenses arising from sending defective Products from the user to Peimar and/or from Peimar to the user.

5. Disclaimer of Liability

Defects caused by the following circumstances will not be covered under the manufacturer's warranty (the installer or authorized Peimar distributors are responsible for investigating the following cases):

- Failure to provide all data requested by Peimar technical support.
- Modified Products, replaced parts, or attempted maintenance.
- Repairs, modifications, or tampering with the serial number or seals by non-Peimar technicians.
- Incorrect installation or commissioning.
- Failure to comply with safety regulations.
- Improper storage or damage to the Product during storage by the dealer or end-user.
- Transport damage (including scratches caused by movement inside packaging during shipment). Claims must be made directly to the shipping company/insurance company as soon as the product is delivered and damage identified.
- Failure to follow one or more instructions in the user manual, installation manual, or maintenance standards.

- Improper use or mishandling of the Product.
- Inadequate ventilation of the Product.
- Defects or malfunctions caused by the influence of foreign bodies or force majeure events (lightning, power surges, adverse weather conditions, fires, etc.).
- Late reporting of Product defects and/or anomalies.
- Any incidental expenses incurred by the Installer/Distributor or compensation for the loss of electricity production are not covered by Peimar under the standard warranty.

For more information about Peimar's warranty regulations, please visit our website: www.peimar.com

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