

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:

Inverters:

- a. **PSI-X1Sxxxx-TL (A) Series**
- b. **PSI-X1Sxxxx-TLM (A) Series**
- c. **PSI-X1Pxxxx-TLS (A) Series**

Accessories:

- a. **PSI-X-1PMETER-ZI**
- b. **PSI-X-3PMETER-HY-TA**
- c. **PSI-X-H-WIFI-3.0**
- d. **PSI-X-H-ETH-3.0**

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-X1Sxxxx-TL Series (xxxx: from 1100 to 3000):** 120 meses (10 años)
- b. **Peimar inverter of the PSI-X1Sxxxx-TLM Series (xxxx: from 3000 to 6000):** 120 months (10 years)
- c. **Peimar inverter of the PSI-X1Pxxxx-TLS Series (xxxx: from 8000 to 10000):** 120 months (10 years)
- d. **PSI-X Series Accessories:** 24 months (2 years)

3. Warranty Conditions

If the Product is defective and requires troubleshooting, please contact your distributor or reseller directly. Alternatively, you may submit a written request to Peimar technical support to process a warranty claim. Throughout the warranty period, Peimar will cover all processing and shipping costs of materials necessary to restore the defective Product at the factory, after verifying the actual presence of design or manufacturing defects. The warranty does not cover:

- Labor costs for mounting/dismounting defective Products or any replacement Products;
- Transportation and pick-up costs of the Products (destination costs);
- Any loss of photovoltaic system production.

To request warranty service from Peimar, you must provide the following information and documentation related to the defective Product:

1. Product model and serial number.
2. Copy of the purchase invoice.
3. Copy of the installation report and installation date.
4. Detailed description of the issue; screen error messages (if available) and any useful information to help identify the defect, including photos and videos.
5. Detailed information about the complete system (solar panels, inverters, system configuration, etc.).
6. Documentation of any previous complaints or replacements (if any).

After receiving the above information and verifying the defect is covered under warranty, Peimar will, at its sole discretion, proceed to:

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

In case of replacement, the replacement unit will inherit the remaining warranty period of the originally purchased Product. If, after assessment by Peimar technicians, the Product needs to be replaced, Peimar will provide a replacement unit.

The defective Product must be returned to the nearest Peimar service center, packaged in its original packaging or, in any case, in suitable packaging designed to protect the Product.

Peimar reserves the right to carry out warranty service through a partner acting as an Authorized Peimar Service Center.

4. Support After Warranty Expiry

If the maintained Products are no longer covered under warranty, Peimar will charge the customer for on-site service costs, components, labor, and logistics. Customers may request a technical visit quotation, which will be prepared based on travel and labor costs.

5. Disclaimer

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

- Failure to submit all data required by Peimar technical support;
- Modified Product, parts replaced, or maintenance attempts;
- Modifications, attempted repairs, or removal of the serial number or seals by technicians not authorized by Peimar;
- Incorrect installation or commissioning;
- Non-compliance with safety regulations;
- Improper storage or damage to the Product during storage by the distributor or end user;
- Damage during transport (including scratches caused by movement within packaging during shipping). Claims must be submitted directly to the transport company/insurer as soon as the product is delivered and such damage is identified;
- Failure to follow one or more instructions in the user manual, installation manual, or maintenance guidelines;
- Improper use or mishandling of the Product;
- Insufficient ventilation of the Product;
- Defects or malfunctions due to foreign objects or force majeure (e.g., lightning, grid overvoltage, adverse weather conditions, fire, etc.);
- Delayed communication of defects and/or anomalies of the Product;
- Direct costs incurred by the installer/distributor or compensation for loss of electricity production are not the responsibility of Peimar under the standard warranty.

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

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