

Global Warranty Statement for PV Inverters

Limited Sixty (60) Months Warranty

Eltek Valere warrants to the customer that Eltek Valere's PV [Photovoltaic] Inverters will be free from defects in materials and workmanship at the time of shipment and will be in accordance with specifications, which are made as a part of the sales contract by reference thereto. Eltek Valere's warranty applies under the following terms and conditions:

1. The limited warranty extends for a period of sixty (60) months from date of shipment of the products.
2. Eltek Valere's sole obligation and liability under this warranty is limited to either repairing or replacing defective products or refunding the purchase price for the defective products, at Eltek Valere's sole option, and the customer's sole and exclusive remedy under this warranty will be limited to, within commercially reasonable time, said repair, replacement or refund. When repairing or replacing the products, Eltek Valere may use products or parts that are new, equivalent to new or re-conditioned. All duties, tariffs and customs are the sole responsibility of the customer.
3. This warranty extends only to, and is only intended for the benefit of customer [original purchaser], and does not obligate Eltek Valere and shall not be construed to constitute a warranty by Eltek Valere to any natural or legal person other than customer.
4. The customer shall return defective products or parts of products to Eltek Valere's repair centre, transportation prepaid by customer, immediately upon customer's discovery of the defect in question.
5. Parts repaired or replaced during the warranty period will be under warranty for the remainder of the warranty period.
6. The warranty shall only be valid if and to the extent the product is installed, maintained and operated in accordance with documentation provided by Eltek Valere for that purpose.
7. Eltek Valere shall not be liable and the customer shall have no rights or benefits under this limited warranty if any of the following conditions apply:
 - a. The product has been subjected to misuse, neglect, accident, exposure to environmental conditions not conforming to the product's specified limits of operation, improper handling or transportation, improper installation or maintenance, or has been altered, modified or repaired by anyone other than Eltek Valere or its authorized representative.
 - b. The product has not been installed and maintained according to guidelines provided by Eltek Valere.
 - c. Lightning damage or product has been operated with defective protective systems [OVP, fuses, etc].
 - d. The product has been damaged as a result of i) normal wear and tear, ii) rough handling (including without limitation, defects caused by sharp items, by impact pressure, by collision with an object etc.), iii) improper use of an electrical source, iv) a force majeure event or v) other acts beyond the reasonable control of Eltek Valere.
 - e. Sealing has been removed, damaged or destructed.
 - f. The product serial number plate has been removed, defaced or altered.
 - g. The product has been subjected to theft, damages due to negligence or vandalism.
 - h. The software included in the product has been damaged by computer or internet viruses, including but not limited to: bugs, worms, Trojan Horses, cancel bots or damage caused by the connection to other products not recommended for interconnection by Eltek Valere.
 - i. The product has been operated beyond rated capacity, operated outside of the product specifications, used or applied negligently or improperly, or used with parts or accessories which are not made or recommended by Eltek Valere, or non-compliance with applicable safety regulations.
 - j. The product has been damaged in transit (claims to be handled by consignee).
8. Third party products and services are sold 'as-is' without warranty from Eltek Valere, but may be covered under the manufacturer's pass-through warranty.
9. In no event shall Eltek Valere be liable for any special, indirect or consequential damages such as, but not limited to, loss or corruption of data, loss of use, loss of business or goodwill, loss of revenue, loss of profits, which may result, either directly or indirectly, from defects in products provided by Eltek Valere.
10. Eltek Valere makes no other warranties to the customer, either express or implied, with respect to the products and services.
11. Any claims based on this warranty expire 6 months after occurrence of the fault, but no later than 3 months after the end of the warranty period.