



**GAMATRONIC**

A SolarEdge Division

## **GAMATRONIC LIMITED WARRANTY**

Gamatronic a division of SolarEdge Technologies Ltd. (“Gamatronic”) warrants the product with which this Limited Warranty is enclosed (“Product”) is free from defects in materials and workmanship, under normal use, for (as hereinafter described), subject to all the terms and conditions hereunder.

- A. This Limited Warranty is exclusive to initial retail purchaser (“Purchaser”) purchasing in the territory and is not assignable or transferable. Gamatronic’s sole obligations under this Limited Warranty is, at Gamatronic’s sole discretion, to repair, free of charge, or to replace a defective Product, for a period of twelve (12) months from date of installation to Purchaser of the Product, as described henceforth.
- B. As provided herein, the Product is warranted to be free of defects in material and workmanship for a period of twelve (12) months from the installation date, provided that installation is performed by an authorized distributor of Gamatronic, occurs within six (6) months of the Product shipment date to Gamatronic’s authorized distributor, and the Product has been stored in a suitable environment prior to installation.
- C. The installation date will be determined only from a completed copy of Gamatronic’s official Installation Report -- including all required information regarding the Purchaser -- within five business days from date of installation. The information provided must include the Purchaser’s company name, the name of a contact person, position held and contact details (i.e. phone, fax, e-mail). A copy of the Installation Report is attached to this Limited Warranty. The completed Installation Report must be approved by Gamatronic. In any case, batteries are warranted only for a 12-month period from the Product shipment date to Gamatronic’s authorized distributor. Gamatronic bears no responsibility for any damage resulting from incorrect wiring of the batteries. The Product shipment date will be determined only from the Gamatronic bill of lading.
- D. In order to obtain warranty service under the terms and conditions of this Limited Warranty, Purchaser shall contact Gamatronic’s authorized distributor. Any claim under this Limited Warranty must be made on the attached form completed by Gamatronic’s authorized distributor and sent to Gamatronic (Service Notification Form, attached).
- E. Gamatronic at its sole discretion shall respond in one of the following ways:
  - I. Request further information on the problem, including the carrying out of tests.
  - II. Supply the Purchaser with spare parts to enable the Purchaser to repair the Product.
  - III. Request the Purchaser to send Gamatronic the Product to enable Gamatronic to repair the Product.
  - IV. Supply the Purchaser with a new or refurbished Product, in which case the Purchaser shall return the faulty Product to Gamatronic before the new Product is dispatched.
- F. In the event that Gamatronic elects to pursue course III or IV as described above, Gamatronic shall provide the Purchaser with a Return Merchandise Authorization number (RMA number) to be quoted in all future correspondence between the parties. Please note that Products received by Gamatronic from Purchasers without such RMA number will not be accepted by Gamatronic.
- G. All shipping costs to Gamatronic shall be borne by the Purchaser. Shipping costs of parts and/or Products to the Purchaser shall be borne by Gamatronic only where repair or replacement has taken place under this Limited Warranty. This Limited Warranty does not include any taxes which may be due in connection with

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replacement or repair nor any installation, transport or postage costs other than those stated herein. Unless expressly stated otherwise herein, those expenses will be borne by the Purchaser.

- H. Gamatronic will determine the method of shipping to be used for any transfer to and from the Purchaser.
- I. Gamatronic's obligations under this Limited Warranty are contingent on receipt of all outstanding monies owed to Gamatronic by the Purchaser according to the terms of the sales contract. During such time as Gamatronic has not received payment of any monies owed the period of this Limited Warranty continues to run, and the expiration date of this Limited Warranty shall not be extended upon payment of any overdue or unpaid monies.
- J. This Limited Warranty does not cover repair or replacement due to damage resulting from one or more of, but not limited to, the following: fire, water, accident, misuse, negligence, incorrect wiring, surface damage, use of the Product in an unsuitable environment (e.g., excess heat or moisture), alterations or modifications to any Product or its components, or any use which is not in conformity with the instructions of Gamatronic., or in any case where installation or repair has been carried out on the Product by any party other than Gamatronic. or an officially authorized party holding a valid Gamatronic Servicing Certificate. In the event of damage to the system due to any cause not covered by this Limited Warranty including but not limited to the aforementioned causes, and Gamatronic services or replaces the Product, the customer shall be liable for any relevant expenses including parts, servicing, and delivery.
- K. Any repair or placement of the Product by Gamatronic shall not extend this Limited Warranty's period. Gamatronic is not responsible for labor charges, removal charges, installation, or other incidental or consequential costs. In no event shall Gamatronic's liability exceed the purchase price of the defective Product. **THIS LIMITED WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY EXCLUDED AND DISCLAIMED. GAMATRONIC SHALL NOT BE LIABLE FOR LOSS OF PROFITS OR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES WHICH PURCHASER MAY SUSTAIN, DIRECTLY OR INDIRECTLY ARISING FROM PURCHASER'S USE OR INABILITY TO USE THE PRODUCT, EVEN IF GAMATRONIC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.** Gamatronic disclaims all liabilities for defects or damages caused by use of replacement parts obtained from or by service at any service center other than Gamatronic.
- L. THIS LIMITED WARRANTY SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT DULY SIGNED BY GAMATRONIC.

# Installation Report - 2018

Before installing and commissioning a Gamatronic Modular UPS, please complete the following table and send to Gamatronic:

<u>Partner Name:</u>	<u>End Customer:</u>	<u>Planned Installation Date:</u>
<u>Technician Name:</u>	<u>Technician Tel #:</u>	<u>Technician email:</u>

<b>Component</b>	<b>S/N</b>	<b>S/W Version<sup>1</sup></b>	
System Model _____			
AC Module 1		PFC	Inverter
AC Module 2			
AC Module 3			
AC Module 4			
AC Module 5			
AC Module 6			
AC Module 7			
AC Module 8			
STSW			
DC Module 1 (Centric 480 only)			
DC Module 2 (Centric 480 only)			
DC Module 3 (Centric 480 only)			
DC Module 4 (Centric 480 only)			
<b>Parameter</b>	<b>Value</b>		

<sup>1</sup> Only required if the software has been upgraded since shipping from Gamatronic

<b><u>Batteries</u></b>				
Number of Battery Banks				
Battery Capacity per bank				
<b><u>Protection<sup>2</sup></u></b>				
AC Input CB				
Bypass CB				
Battery CB (DC)				
Battery Fast Fuse				
<b><u>Expected Load + Power Factor</u></b>		L1:	L2:	L3:
3 or 4 wire Input?				
3 or 4 wire Output?				

<sup>2</sup> Please indicate brand, rating, AC protection range, DC protection range

**Environmental Conditions**

Please describe the environmental conditions of the installation site (location, temperature, humidity, dust, etc):

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

# Service Notification Form

**General information:**

Occurrence Date:		Company:	
Time:		Country:	
Contact person(s)	Name(s):		
	E-Mail(s):		
	Telephone:		

**Unit information:**

Model		RMA# (if assigned)	
Capacity (KVA)		Order# (if relevant)	
Serial Number(s)		Invoice# (if relevant)	
Input Voltage	Default: 400/230v or 208/120v	Output Voltage	Default: 400/230v or 208/120v

**Description of the issue and unit history:**

**Actions taken:**

**Parts used/needed:**

No	Item name	Gamatronic part number	Item condition/failure	S/N (for PCBs)	Amount
1					
2					
3					
4					
5					
6					

**Current status:**

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## Appendix 1

### Installation and environmental conditions

Fill in the following table (site conditions)

No.	Parameter	Value	Actual
1	Air conditioning	Present / Not present	
2	Ambient temperature	In °C	
3	Humid locations	High / Normal humidity	
4	Dusty locations	From 0 for clean to 5 for very dusty	
5	Generator	Present / Not present	
6	Generator ATS	3 pole / 4 pole	
7	Isolation transformer	Not present / Input+Bypass / Bypass only / Output	
8	Voltage Neutral to Earth	In volts AC	
9	Battery capacity	In AH	
10	Battery amount	In sets / pieces per set	
11	Battery age	In months / years	
12	Load type	Office / Computer / Industrial / Heavy Industrial	
13	Load level	In Amps or kVA or kW per phase	
14	Monitoring system	No monitoring / SNMP / Dry contacts / SMS	
15	Manned site	Manned / Unmanned	

**Important remarks:**

- Single form cannot cover more than one unit for service.
- For modular products, indicate the module s/n, as well as the remaining modules s/n and the base system s/n.
- Enclose photographs, diagrams and any other information related to the fault.
- Service calls without proper fault description and unit condition will not be processed.
- If a complete unit is being replaced or sent for repair, it will be returned
- Faulty equipment that is being returned to the factory must have the RMA# attached to it; otherwise it will not be processed and/or returned.