

Industronic Solar Inverter 5 Year Limited Warranty

Industronic brand Solar Inverters IND-INV models are backed by this warranty for 5 years against factory defects in parts and/or labor upon date of purchase. Nortec Energía Limpia, S.A. de C.V. is responsible for expenses due to service & parts under the following conditions within the validity period of this warranty:

GENERAL TERMS & CONDITIONS

This warranty is only valid for original buyer of IND-INV Inverter and is non transferrable. In case of damage during the valid warranty period, fill out Warranty Card and notify Industronic Customer Service Personnel (contacto@industronic.com.mx) immediately and according to Return Merchandise Authorization instructions.

If the inverter warrants repair or replacement of parts, the replacement will have a warranty of one year upon reception. This piece will be registered by Industronic. Installation of replacement part will be performed by Certified Industronic Technician (CIT) only if the operation requires specific skill or knowledge, Otherwise, part will be shipped to the customer by Industronic.

All additional expenses incurred, such as transportation, travel & hotel of CIT are not included and must be paid by the customer, in full, prior to travel.

Customs tariffs, import fees and other expenses are excluded from this warranty.

Replacement parts or materials such as: filters, fuses or over voltage protective elements are NOT covered by this warranty. Direct or indirect damages resulting from connection to other equipment due to a faulty inverter are also exempt from this warranty and are not responsibility of the manufacturer.

Industronic reserves the right of organizing warranty service for end users and to use third party providers for delivery, services or parts to validate warranty. Warranty labor is complimentary only if there is a valid agreement prior to actions resulting from communication directly with manufacturer.

MANUFACTURER WARRANTY EXTENSION

For best and most precise response, we urge distributors and authorized distributors to process warranty in lieu of customer directly with factory. Industronic will replace inverter or parts during the warranty validity period only in case of design or manufacturing defects that have been proven to malfunction.

All additional expenses incurred, such as transportation, travel & hotel of CIT are not included in factory warranty and must be paid by the customer, in full, prior to travel.

EXCLUSIONS & LIMITATIONS

Any defect caused by the following conditions are NOT covered by factory warranty:

- Equipment has been stored incorrectly in customer or third party facility, resulting in damage.
- Equipment has been modified, redesigned, undergone parts replacement or other interference by person other than CIT.
- Changes or repairs have been attempted or completed by third parties without written authorization by Industronic Solar, if the warranty hologram/seal is missing or damaged or in absence of original factory issued serial number identification.
- Installation or start up of equipment incorrectly done by not adhering to operation manual instructions.
- Inverter does not have adequate ventilation.
- Security measures have not been taken.
- Inverter has been operated incorrectly.
- Transportation damage (including paint scrapes or scratches resulting from handling during shipping) should be reported immediately to the transportation company according to their specific warranty guidelines as soon as unloading is complete and damage identified.
- User Manual instructions have not been followed accordingly and/or Maintenance Regulations or Procedures have been incorrectly completed.
- Maintenance frequency according to User Manual by a Solar CIT has not been performed.
- Damage has been caused by environmental elements exceeding normal levels such as: violent storms, lightning bolts hitting inverter directly, over voltages exceeding inverter capacity, fires, etc.)
- Damage is strictly cosmetic with no effect on overall performance of inverter.

Industronic reserves the right to invoice the customer for costs incurred from unnecessary or unjustified services or parts requested by the customer as well as CIT wait times for access to defective inverter exceeds 30 minutes due to customer tardiness or permission refusal.

IN CASE OF EMERGENCY

Nortec S.A de C.V. has 24/7 Technical Service availability in the following cities: Monterrey, Ciudad de México, Guadalajara, Querétaro, Chihuahua, Mérida & Tijuana. For emergency service go online at www.grupoindustronic.com or call: +(52) 811 636 2256 or +(52) 818 128 3200.

INDUSTRONIC SERVICE DEPARTMENT

We provide Certified Technical Support including preventive/corrective maintenance or repair that can guarantee correct operation of any Industronic Product or Service. For more information please call (Toll Free): +(52) 818 128 3200 or e-mail us at: contacto@industronic.com.mx

* Important: General Warranty conditions are subject to changes with no prior notice. Conditions of warranty of specific equipment will be valid according to the time of purchase.

Model: _____

Serial Number: _____

Invoice Date: _____



Corporativo Monterrey
Trébol Park, piso 16

Ave. Lázaro Cárdenas No. 2424 Int. 1601
Col. Colinas de San Agustín, C.P. 66260
San Pedro Garza García, N.L.

Ventas y centro de servicio
Ciudad de México, CDMX

Capital Reforma, Torre B, Piso 10
Av. Paseo de la Reforma No. 250
Col. Juárez, Del. Cuauhtémoc, C.P. 06600
Ciudad de México, Cd. de México

Ventas y centro de servicio
Chihuahua, Chih.

Calle Georgia No. 3100-C
Col. Las Águilas, C.P. 31237
Chihuahua, Chihuahua

Ventas y centro de servicio
Tijuana, B.C.

Paseo de los Héroes 10231-301 Oficina 37
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Fábrica y centro de distribución
Monterrey, N.L.

Parque Industrial Kalos, Bodega 7
Av. Miguel Alemán S/N
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Guadalupe, Nuevo León

Ventas y centro de servicio
Guadalajara, Jal.

Parque Industrial Jalisco
Camino al Iteso 8900, Nave 3 "B"
Col. Pinar de la Calma, C.P. 45080
Tlaquepaque, Jalisco

Ventas y centro de servicio
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Parque Industrial Benito Juárez
Acceso III, No. 14 Bodegas 4 y 5, C.P. 76120
Querétaro, Querétaro

Ventas y centro de servicio
Mérida, Yuc.

Calle 50 núm. 402 D Int. 108 x 33
Col. Jesús Carranza, C.P. 97109
Mérida, Yucatán

Centro de distribución
Ciudad de México, CDMX

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Ciudad de México, Cd. de México