

CONDITIONS OF ASSISTANCE AND WARRANTY

The following terms of service and warranty are valid exclusively in European countries and in the following non-European countries: Morocco, Tunisia, Algeria, Egypt and Libya. For Omnik branded products, the manufacturer provides a contractual guarantee that exists alongside the dealer's legal warranty obligations. Where coverage coincides, the rights deriving from the Manufacturer's Contract Guarantee prevail over the rights deriving from the legal guarantee. The duration of the Omnik Med Srl Manufacturer Warranty is variable depending on the type of product and any subscriptions for accessory warranty extensions as reported on www.omniksolar.eu

Warranty Period Extension:

Within 12 months from the date of installation of the inverter, the end user can request directly to Distributor the extension of product warranty up to 25 years in the methods and costs mentioned in the Price List of the Omnik Med Srl.

The Warranty Extension request must be sent directly to the sales manager indicating the serial number of the machine and attaching the purchase invoice.

Once the Warranty Extension has been activated, the end user will have the possibility to view the status of his guarantee through the dedicated section on our website www.omniksolar.eu

Conditions of Assistance:

If, during the period of warranty coverage of the Producer (with possible extension of the Warranty period), a product should present a defect that makes it not functional, for reasons not related to the configuration of the network parameters or firmware, therefore not remotely resolvable, Omnik Med Srl reserves at its discretion to:

1. Repair the product in its own technical laboratories;
2. Pick the product on customer site with courier and return it repaired and / or replaced with free of charge
3. Repair the product on site through its own C.A.T. if present;
4. Replace the product with another model of identical (or higher) characteristics and durability.

In the latter case, the remaining duration of the coverage under warranty is transferred to the new product and the related documentation will be available at the Omnik Med Srl Assistance Service.

The revaluation of the Warranty by the end user, CAT and / or distributor, cannot be requested in case of aesthetic defects that do not compromise normal operation (by way of example but not exhaustive scratches on the chassis).

The distributor must request and complete and submit the appropriate "request for assistance and replacement" form to the email address assistenza@omniksolar.eu.

This reporting of the fault / defect must be sent to Omnik Med Srl within 60 (sixty) days of the manifestation of the same, otherwise the right to use the Legal Guarantee and the Manufacturer will be forfeited.

Following the correct sending, the request for assistance will be evaluated by the Technical Assistance Service.

Times and methods of execution of the Service:

Following receipt of the request for assistance, the Technical Department will process the request within 2 working days and inform the applicant of the outcome of the warranty intervention evaluation. If it is not possible to resolve the fault remotely, or by telephone through the configuration of specific parameters and if there are conditions to proceed with the replacement or repair of the product, the applicant will be contacted to follow up the request for repair / replacement, upon completion of the RMA Model.

Omnik Med Srl recognizes, besides the repair / replacement of the product, also the shipping and collection costs of the product within the terms indicated in the RMA Model, and in the countries within its competence, ie the shipment and free collection of the replacement product is guaranteed. made available for collection within 5 days of receipt of the replacement product using the original packaging if available or the packaging of the replacement product with relative accessories.

In the event that the damaged product is not available for collection, the costs for the return of the package are charged to the CAT or the Distributor.

Also if the request will be deemed non-compliant for replacement or repair under warranty (by way of example but not exhaustive anomaly for dispersion to mass of the photovoltaic modules, wrong string configuration), an estimate will be sent to the applicant for repair or replacement of the product or a guide to the problem reported (compatible with the defect / fault reported by the applicant).

Omnik Med Srl is not responsible for the lack of energy production of the photovoltaic plant (unless otherwise stated) and costs incurred for a new configuration and installation. The shipping time of the new product or repair of the damaged product is 5 working days from the positive acceptance of the request. Times may vary based on availability of stock and events not attributable directly to Omnik Med Srl.

Warranty exclusions:

To provide a better service to our customers, the distributors are invited to provide maximum availability for the completion of the Warranty procedures (return, replacement, repair, etc.). Omnik Med Srl will replace all products or parts of the product that are found to be defective during the warranty period. Any defect caused by the circumstances listed below is not covered by the Manufacturer's Warranty (The distributors Omnik Med Srl are responsible for the following acceptances):

5. Product tampered with in its internal parts;
6. Attempts to repair and / or remove the identification label from personnel not authorized by Omnik Med Srl;
7. Installation and use not in accordance with the User and Maintenance Manual;
8. Configuration of the protection and power supply thresholds that does not comply with the requirements of the technical connection standards (such as CEI, VDE, etc.);
9. Damages deriving from transport of the same if not indicated on the Product Transport Document (Acceptance of goods subject to control). The damages deriving from transport are in any case excluded from the warranty if the verification of the product and the subsequent communication to Omnik Med Srl is not carried out within the 48 hours following the delivery;
10. Conditions of installation and use not in accordance with the instructions in the Use and Maintenance Manual (such as ventilation of the room);
11. Causes of force majeure (lightning, overvoltage's, natural disasters, fires, etc.).

Services included and excluded from the Manufacturer's Warranty

The costs related to the replacement of the product and to the structural changes to the system (wiring of the photovoltaic modules different for electrical compatibility) are excluded (unless otherwise indicated). With the Omnik Med Srl Technical Assistance you can request the Replacement Service with authorized technical staff (CAT) that will be quoted separately.

Customer Registration:

Through the web portal (www.omniksolar.eu) it is possible to access services dedicated to Omnik Med Srl customers, including:

- Subscription to the Omnik Med Srl Newsletter with information and product news
- Participate in promotional initiatives dedicated to Omnik Med Srl customers
- Receive the complete list of CAT on the whole national territory
- Access free sizing software.
- Discount for the purchase of new products and / or warranty extensions.

If the web portal is not available, you can always contact the Technical Assistance Service at the address assistenza@omniksolar.eu

Assistance after the Manufacturer's Warranty period:

For out-of-warranty products, the distributor can still request the product replacement or repair service directly from the Omnik Med Srl Technical Assistance Service which will issue an estimate for repair or replacement of the product following the reception of damaged or defective product.

The costs related to the transport of the product are entirely borne by the applicant and in case of expiry of the terms for the acceptance of the estimate (shown on the same) of repair / replacement, a flat rate will be charged to the applicant which will include the technical intervention times in the laboratory and the product will be scrapped. Omnik Med Srl is required to protect itself legally for the recovery of sums due.

Omnik Med Support Services:

Tel: +39 06 81157477

E-mail: assistenza@omniksolar.eu

Skype. Assistenza.omnik