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Reg. NO: 2023/547691/07

VAT NO. 4770244640

POWER WARRANTY TERMS & CONDITIONS

Apollo Technology (Pty) Ltd t/a Apollo Solar Technology

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At Apollo Solar Technology, we stand behind the solar power products and systems we supply and are committed to helping customers through the warranty process. Our aim is to make the warranty process as clear, fair and straightforward as possible. We will assist you in understanding the process, gathering the information required and, where applicable, submitting your warranty claim to the relevant manufacturer or authorised repair centre.

The product warranty is provided by the applicable manufacturer and remains subject to that manufacturer's warranty terms, conditions and assessment process. This means that the manufacturer ultimately makes the final decision regarding the product warranty. Apollo's role is to support you throughout the process and help facilitate the claim as efficiently as reasonably possible.

1. YOUR PRODUCT WARRANTY

Warranty periods and conditions differ depending on the product purchased. The warranty applicable to your product will be the warranty stated by the relevant manufacturer, together with any applicable product documentation, invoice or written product schedule.

Depending on the product, the manufacturer may require certain conditions to be met in relation to registration, commissioning, installation, operating conditions, maintenance, monitoring or other technical requirements.

Apollo will assist you with the warranty claim process and, where appropriate, submit the claim and supporting information to the relevant manufacturer or authorised repair centre for assessment.

The manufacturer will determine whether the appropriate warranty remedy is a repair, replacement, credit or another available remedy, subject to the applicable warranty and South African law.

Where Apollo has carried out the installation, any warranty relating specifically to Apollo's installation workmanship is separate from the manufacturer's product warranty and will be dealt with in accordance with the applicable quotation, installation documentation or written installation warranty.

Nothing contained in these terms is intended to limit any rights that you may have under the Consumer Protection Act or other applicable South African law.

If you need warranty assistance, please contact our Customer Support team or follow Apollo Solar Technology's prescribed warranty claims process.

2. HELPING TO KEEP YOUR WARRANTY VALID

To give your solar power system the best opportunity to perform reliably, and to ensure that any future warranty claim can be assessed properly, products should be correctly selected, designed, installed, configured, operated and maintained in accordance with the manufacturer's requirements and applicable technical standards. Depending on the product and installation, this may include:

- installation by suitably qualified and competent persons;
- compliance with applicable electrical, structural, safety and technical requirements;
- obtaining the required Certificate of Compliance;
- correct system sizing and component selection;
- ensuring that inverters, batteries, panels, controllers and other components are compatible;
- providing suitable ventilation, protection and operating conditions;
- installing the appropriate electrical protection, isolation and earthing;
- following the manufacturer's commissioning and configuration requirements; and
- carrying out any required inspections, maintenance, software or firmware updates.

Products should also be used within their intended operating conditions and protected from circumstances such as overloading, unsuitable components, unauthorised alterations or repairs, or other conditions that may negatively affect performance.

Manufacturer warranties are generally intended to cover defects arising from the manufacture of the product itself. Problems resulting from installation or workmanship, incorrect system design or sizing, incompatible equipment, incorrect configuration, inadequate maintenance, site or environmental conditions, accidental damage, electrical disturbances or other external events may therefore fall outside the manufacturer's product warranty.

Importantly, the presence of one of these circumstances does not automatically mean that a warranty claim will be declined. The available technical evidence will be considered to determine whether that circumstance actually caused or materially contributed to the product failure.

Where warranty registration is required by the manufacturer, including for an extended warranty, please ensure that registration is completed within the required period. We recommend keeping your registration confirmation, proof of purchase, installation and commissioning information, COC and relevant maintenance records in a safe place. Product serial numbers, identification labels and warranty labels should also remain intact and legible, as these may be required to verify a warranty claim.

Apollo is always happy to provide general product and technical guidance. Unless Apollo has expressly accepted responsibility for the system design or installation in writing, however, the installer or system designer remains responsible for ensuring that the system and products selected are suitable for the particular application and site.

3. WHAT THE PRODUCT WARRANTY COVERS

The exact warranty coverage will depend on the warranty applicable to the particular product. A warranty claim may generally be considered where a product has failed because of:

- a manufacturing defect;
- defective materials or components;
- a confirmed production or batch-related manufacturing defect; or
- another defect specifically covered by the applicable manufacturer's warranty.

Solar power systems contain several interconnected components. Because of this, a system problem does not always mean that the individual product showing the fault is itself defective.

Apollo may assist with preliminary troubleshooting, inspection or gathering information to help identify the likely cause and provide the manufacturer with the information needed to assess the claim.

Any extension or alteration to a manufacturer's warranty, or any commitment relating to additional costs or remedies, must be specifically authorised in writing. Dealers, installers, resellers or other third parties are therefore not able to extend Apollo's or the manufacturer's warranty obligations without written approval.

4. SYSTEM DESIGN, COMPATIBILITY AND OPERATING CONDITIONS

Solar power equipment is designed to operate within specified electrical, environmental and operating limits. To support safe and reliable operation, the installer or system designer should ensure that the system is appropriately designed and that the components are compatible with one another. Depending on the system, this may include consideration of:

- inverter and battery compatibility;
- battery voltage and capacity;
- PV array voltage and current;
- MPPT operating ranges;
- maximum equipment ratings;
- cable sizes and cable lengths;
- electrical protection and isolation;
- earthing and bonding;
- ventilation and operating temperature;
- equipment location and exposure;
- load requirements;
- generator or grid integration;

- communication and monitoring requirements; and
- manufacturer-approved configuration settings.

If a warranty claim appears to involve system design, compatibility, configuration or operating conditions, Apollo may assist in gathering relevant settings, readings, photographs, data logs or other technical information for the manufacturer.

A claim should only be excluded on this basis where there is a reasonable technical basis to conclude that the particular condition caused or materially contributed to the failure.

5. BATTERIES

Battery performance and lifespan can be influenced by the way the battery is installed, configured and used. To help achieve reliable performance and preserve the applicable warranty, batteries should be installed and operated within the manufacturer's stated requirements. Depending on the battery, these requirements may include:

- compatible inverters and battery management systems;
- charging and discharge settings;
- depth of discharge;
- operating temperature;
- ventilation;
- maximum current;
- storage conditions;
- firmware and communication settings; and
- any required maintenance or monitoring.

Like many rechargeable products, batteries may gradually lose some available capacity as they age. A reduction in capacity over time does not necessarily mean that the battery has a manufacturing defect.

If a battery warranty claim is submitted, Apollo may assist with obtaining operating history, battery management system information, inverter logs, cycle information, configuration settings, state-of-charge information and other available diagnostic information requested by the manufacturer.

The manufacturer will then assess whether the reported problem is consistent with a covered product defect or whether another condition caused or materially contributed to the failure.

6. SOLAR PANELS AND MOUNTING SYSTEMS

PV panels and mounting structures should be installed in accordance with applicable manufacturer, structural, electrical and safety requirements. The installer should ensure that the roof or supporting structure is suitable for

the installation and that appropriate mounting methods, fasteners, sealing and weatherproofing are used. When assessing a solar panel warranty claim, information may be required regarding:

- visible product damage;
- electrical output;
- panel identification and serial numbers;
- installation method;
- physical impact or breakage;
- shading or contamination;
- electrical connections;
- environmental exposure; and
- other relevant site conditions.

Where the installation was carried out by a third party, the manufacturer's product warranty would not ordinarily extend to damage to the roof, waterproofing, ceilings or other parts of the building caused by that installation work, unless specifically provided for under the applicable warranty.

Where Apollo has carried out the installation, any concern relating specifically to Apollo's workmanship will be assessed separately and in accordance with Apollo's applicable installation warranty.

7. ELECTRICAL SURGES, LIGHTNING AND GRID EVENTS

Solar power equipment may from time to time be exposed to electrical disturbances arising from the utility supply, lightning, switching events, generator operation or other external electrical conditions. These events may affect inverters, batteries, PV modules, protection equipment, monitoring equipment and other system components.

Where a fault occurs following an electrical event, the important consideration will be the actual cause of the failure. Examples of external electrical conditions that may be relevant include:

- lightning or a lightning-related electrical surge;
- direct or indirect electrical surges or transient overvoltage;
- abnormal grid voltage, frequency or phase conditions;
- utility switching or other disturbances on the electrical supply;
- generator-related voltage, frequency or switching abnormalities;
- incorrect generator or grid integration;
- electrical faults or disturbances originating from the premises or connected equipment; or
- another external electrical event falling outside the specified operating limits of the equipment.

Where the available technical evidence shows that one of these events caused or materially contributed to the damage, the resulting damage may not be considered a manufacturing defect under the applicable manufacturer's warranty.

However, the fact that a surge, lightning event or other abnormal electrical condition occurred does not automatically invalidate a warranty claim. The available evidence will be considered to determine whether the event actually caused or materially contributed to the reported failure.

Apollo may assist in gathering monitoring information, inverter or battery logs, fault records, photographs, electrical measurements, protection-device information or other technical evidence for the manufacturer or authorised repair centre.

Where surge protection devices, lightning protection, earthing, isolation or other protective measures are required by the manufacturer, applicable electrical standards or the agreed system design, these should be correctly selected, installed, maintained and operational.

Protective equipment is intended to reduce the risk of damage, although no protective device can guarantee protection against every electrical disturbance or lightning event. Where a protective device has operated, failed or been damaged during an electrical event, the manufacturer or authorised repair centre may need to inspect or test the relevant components before confirming the cause of the failure.

If a covered manufacturing or component defect is established and the electrical event is not found to have caused or materially contributed to the failure, the applicable manufacturer warranty will remain available, subject to its other terms and conditions.

8. MAKING A WARRANTY CLAIM

If you suspect that there may be a warranty-related problem, please contact Apollo as soon as reasonably possible. We ask that warranty claims be submitted through Apollo's prescribed warranty claims process. This allows us to properly record the matter, allocate a reference number and prepare the information for submission to the relevant manufacturer or authorised repair centre.

Depending on the product and the nature of the problem, we may ask you to provide some of the following:

- proof of purchase or invoice;
- product model, serial or batch number;
- warranty registration details, where applicable;
- installation and commissioning date;
- installation address;
- photographs or videos of the product and installation;
- a description of the problem and when it started;
- installer details;

- the applicable COC;
- system design or sizing information;
- inverter, battery, MPPT or controller settings;
- error codes, readings, monitoring data or system logs;
- firmware information, where relevant;
- electrical measurements or diagnostic reports;
- maintenance records; and
- any other information reasonably required by the manufacturer to assess the claim.

Please do not worry if you do not immediately have every item listed above. Not every claim requires all of this information, and our team will guide you regarding what is needed for your particular claim.

Where reasonably possible, please avoid dismantling, disposing of, materially altering, resetting or repairing the affected product before Apollo and, where applicable, the manufacturer or authorised repair centre have had an opportunity to assess it.

Naturally, if immediate action is necessary for safety or to prevent further damage, please take the appropriate action. Where possible, photographs should be taken beforehand and the failed components retained for assessment.

9. ASSESSMENT AND MANUFACTURER DECISION

Apollo will support you throughout the warranty process.

This may include preliminary troubleshooting, reviewing the information provided, helping identify any additional documents or technical information required, and facilitating submission to the manufacturer or authorised repair centre.

Once the claim has been submitted, the manufacturer will assess it in accordance with its warranty terms and technical process. In some cases, the manufacturer may require additional information, testing, inspection or return of the affected product before reaching a decision.

The final product warranty decision, including whether the claim is approved and whether the remedy will be a repair, replacement, credit or other action, rests with the manufacturer, subject to applicable law.

Apollo will keep you informed of information we receive from the manufacturer and assist with the next steps wherever reasonably possible.

Because the final assessment is made by the manufacturer, Apollo unfortunately cannot guarantee a particular outcome or override the manufacturer's warranty decision.

10. REPAIRS, REPLACEMENTS AND TURNAROUND TIMES

Where a warranty claim is approved, the remedy will be dealt with in accordance with the manufacturer's warranty and applicable South African law.

If a repair is required, the turnaround time may depend on the manufacturer or authorised repair centre's assessment process, the availability of parts and the nature of the repair.

Apollo will follow up and assist wherever reasonably possible, although we cannot guarantee a specific turnaround time where the repair process is outside our control.

If the manufacturer approves a replacement, the manufacturer will determine the approved replacement product in accordance with its warranty. Availability may also depend on manufacturer stock and supply.

We appreciate that being without part of your solar system can be inconvenient. Unfortunately, temporary or loan units do not automatically form part of the manufacturer's product warranty.

Where Apollo is able to assist with a temporary unit, this will depend on availability and will be offered at Apollo's discretion.

11. INSTALLATION, LABOUR, TRANSPORT AND CALL-OUT COSTS

A manufacturer's product warranty generally relates to the product itself. Unless specifically included in the manufacturer's warranty, Apollo's installation warranty or required by law, it may not automatically include associated third-party or service-related costs such as:

- electrician or installer charges;
- installation or reinstallation labour;
- removal or dismantling costs;
- system reconfiguration or recommissioning;
- scaffolding, lifting equipment or specialised access;
- transport, courier or collection costs;
- travel or call-out fees;
- electrical testing or diagnostic costs;
- COC charges;
- roof repairs or waterproofing; or
- repairs to ceilings, walls or other parts of the property.

Customers are generally responsible for arranging delivery of the affected product to Apollo, the manufacturer or the authorised repair centre, as directed during the claims process. Where practical, Apollo may assist by facilitating transport or delivery directly to the manufacturer or authorised repair centre.

Where we are able to provide this assistance, it is intended to make the process easier for you and does not transfer responsibility for the manufacturer's warranty, assessment, repair timeframe, final decision or transport costs to Apollo unless specifically agreed otherwise in writing.

If Apollo is requested to attend a site and the problem is subsequently found to be unrelated to a covered product defect or Apollo installation defect, a reasonable call-out or diagnostic fee may apply. Where this is the case, we will advise you of the potential charge beforehand wherever reasonably possible.

12. APOLLO INSTALLATIONS

Where Apollo has been specifically contracted to carry out an installation, we stand behind the workmanship falling within our agreed installation scope.

A workmanship concern will be assessed separately from a product manufacturing defect.

Apollo's installation warranty applies to work actually carried out by Apollo and would not ordinarily extend to matters such as:

- existing electrical or structural work;
- equipment or components supplied or installed by others;
- alterations made after Apollo completed the installation;
- faults resulting from subsequent changes to the system by another installer or service provider; or
- site conditions or building defects outside Apollo's installation scope.

Where Apollo's installation workmanship is found to have caused the problem and the matter falls within the applicable installation warranty, Apollo will take reasonable steps to correct the affected workmanship.

13. OUR COMMITMENT TO SUPPORTING YOU

We understand that solar power systems can be technical and that a product failure can be inconvenient and frustrating. Our aim is to make the warranty process as straightforward as reasonably possible. Apollo will assist by:

- helping you understand the claims process;
- gathering and reviewing relevant information;
- assisting with preliminary troubleshooting where appropriate;
- facilitating communication with the manufacturer or authorised repair centre; and
- helping you understand the next steps once the manufacturer has completed its assessment.

Where the manufacturer confirms a covered product defect, Apollo will assist with facilitating the approved remedy.



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Where the available evidence instead indicates that the problem arose from installation, workmanship, system design, incompatible components, configuration, maintenance, site conditions or another external cause, we will explain the information available to us and, wherever reasonably possible, help identify the appropriate next step.

Our goal is to remain helpful, fair and responsive throughout the process, while recognising that the manufacturer is responsible for its product warranty assessment, remedy and turnaround times.

14. CONSUMER RIGHTS

These warranty terms operate together with the Consumer Protection Act 68 of 2008 and other applicable South African law. Nothing contained in these terms is intended to exclude, restrict or waive any consumer right that cannot lawfully be excluded.