



## PT. SINARI GENERASI INDONESIA

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Tangerang

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# Product Warranty

Terms & Conditions

## Product Overview

What is a Rooftop Solar Power Plant (PLTS):

1. Solar Power Plant (PLTS) is a system consisting of solar panels that convert solar energy into electrical energy. the energy produced can be used by homeowners during the day and excess energy can be sold to PLN so that it can save electricity costs.
2. The electrical energy absorbed by the solar panels will then be received by the inverter and then converted from DC into AC electrical energy.
3. The energy that has been converted by the inverter can be directly used for home electricity.
4. installation of solar panels, which are arranged in buildings, especially in the roof area or areas that get optimal sunlight



## Guarantee/Warranty Terms

1. This guarantee is valid for a period of time and conditions that have been set by PT. SINARI GENERASI INDONESIA
2. Guarantees are given only for rooftop power generation systems (PLTS) which are directly installed by PT. SINARI GENERASI INDONESIA and valid only in the territory of Indonesia
3. If during the warranty period the product is damaged, the repair is not subject to the cost of spare parts and/or repair services. The PLTS system guarantee period is in the proposal attachment
4. repairs are carried out by the after-sales service PT. SINARI GENERASI INDONESIA in the territory of Indonesia

### **Guarantee/Warranty does not apply if:**

1. Damage caused by user negligence
2. Damage due to negligence including but not limited to dropping, being exposed to liquids, misuse, electric current, breaking/cracking due to pressure, mis-storage, scratching, rusting, staining, mildew, or external damage caused by everyday users. ,etc.
3. damage caused by force majeure including but not limited to natural disasters and/or riots.
4. spare parts are replaced with spare parts that are not original and do not match the system specifications by users outside those determined by PT. SINARI GENERASI INDONESIA, and has been opened and/or repaired not by PT. SINARI GENERASI INDONESIA
5. software or hardware that has been modified by the user
6. The guarantee period has ended

## Guarantee/Warranty Period

SINARI divides guarantee and warranty terms into two categories. First as a rooftop solar power plant system with 1-year guarantee after installation and manufacture warranty per component (PV Module and Inverter).

Products	Starting Date	Standard Warranty Period	Details Document
Rooftop Solar Power Plant System (PLTS)	After Installation and Commisioning	1 Year	Sinari System Product Warranty
Solar Panel / PV Modules	First-time Installation date	10-12 Years Manufacturer Warranty and 25 Years Performance Guarantee form manufacturer	<a href="https://sinari.co.id/wp-content/uploads/2022/02/Warranty_Longi-LR4-72HPH-450M-Blue-cells.pdf">https://sinari.co.id/wp-content/uploads/2022/02/Warranty_Longi-LR4-72HPH-450M-Blue-cells.pdf</a>
Inverter	First-time Installation date	5 Years Manufacturer Warranty	<a href="https://sinari.co.id/wp-content/uploads/2022/02/1.-Sungrow-Manufacturer-Warranty.pdf">https://sinari.co.id/wp-content/uploads/2022/02/1.-Sungrow-Manufacturer-Warranty.pdf</a>