

WARRANTY

Talleres Cendra, S.A. as a manufacturer of Solarstem products will guarantee that installation number XXX is free from defects which could cancel or reduce the designed value or use in accordance with the terms of this warranty.

1. We guarantee our fixing and support components for P.V. solar panels and solar collectors for a maximum:
 - a. Period of 15 years against corrosion.
 - b. Period of 20 years for structural integrity designed to comply with local regulations in force at the time of delivery.
 - c. Where Talleres Cendra, S.A. is responsible for the installation of the materials, their workmanship is guaranteed for a period of 1 year.
2. Our responsibility is limited to the repair or replacement according to the standards set by Talleres Cendra, S.A. and is restricted to only those parts / components that have been proven to be defective, no other claims against Talleres Cendra, S.A will be accepted. In particular termination, cancellation or partial payment of contract.
3. Under the terms of this warranty the client must inform Talleres Cendra, S.A. within 24 hours in writing, of the discovery of a fault/failure of a component.
4. We will not accept failures caused by the following:
 - a. The inappropriate or inadequate use of the product.
 - b. Use of parts from other manufacturers which reduce or affect the durability of our products.
 - c. Chemical, electrical and/or electro-chemical influences.
 - d. Failure to follow the correct procedures of installation as detailed in the installation manual.
 - e. Corrosion as a result of the use of corrosive agents.
 - f. Acts of vandalism or theft.
 - g. Alterations in physical appearance such as colour change, stains, etc...
5. Severe weather conditions of whatever type that exceed the values foreseen in the local regulations in force at the time of delivery.
6. The type and amount of components used in the structure are based upon structural analysis as required by law or regulations and principals generally accepted within the industry, but under NO circumstances will the warranty include the surface upon which the structure will be placed, unless specifically requested by the client.
7. Talleres Cendra, S.A. is NOT responsible for any damage caused to the surface (roof, tiles etc.) and/or to the PV panels/solar collector etc. Where the installation has been undertaken by Talleres Cendra, S.A. personnel, damage caused to property and or persons caused by incorrect installation will be covered by a Civil Liability Insurance of up to 1,200,000 euros.
8. Damages to people or property as a consequence of the failure of the building structure or surface is NOT covered by this warranty.
9. This warranty is limited to clients of Talleres Cendra, S.A. action by third parties is subject to the written consent of Talleres Cendra, S.A.
10. This warranty is only valid if the client is up to date with his payment.