



RC: 1194116

**solarKobo** Limited

2nd floor, The Garnet Building,  
Km 14 Lekki-Epe Expressway,  
Igbo Efon, Lekki, Lagos.

Tel: +2348182818001, +2349078607360

Email: [info@solarkobo.com](mailto:info@solarkobo.com), [www.solarkobo.com](http://www.solarkobo.com)

## SOLARKOBO WARRANTY TERMS & CONDITIONS

### SCOPE OF SERVICE:

SolarKobo will rectify any hardware defects if the failure is due to manufacturing defects. All other failures will not be covered under this warranty.

### WARRANTY PERIOD AND ITS TERMS:

1. Suitable installation standards must be followed as per the installation instructions from SolarKobo. Batteries supplied are covered under warranty as per battery rated specifications and operating conditions as seen in the datasheet. E.g. for batteries - number of cycles, depth of discharge, bulk and float charge voltage, maximum charging current, operating temperature etc.

2. SolarKobo has created a free way to validate warranty coverage for batteries. You need an Android phone you don't use anymore that would be permanently connected to the inverter output through the android charger. If you don't have one you can buy a low-cost Android phone.

To get started, download "**PowerMonitor**" to your regular Android phone and "**PowerMonitor Companion**" to the second phone that will be connected to the inverter output. Follow the instructions below to set up. Please reach out to [powermonitor@solarkobo.com](mailto:powermonitor@solarkobo.com) if you run into any issues.

**STEP 1 - Setup PowerMonitor App** Sign-in with a Google account Enter system address or select current location Enter system specs

**STEP 2 - Link up PowerMonitor Companion App** On PowerMonitor app, go to Token Generation and click on "Get Battery Token" Enter the token on PowerMonitor Companion

#### How does it work?

We are able to detect early when battery life is being shortened, perhaps, by over-discharging or not re-charging fully. And then we can recommend remedial actions or schedule a check-up before the damage is permanent.

As a bonus, you can give SolarKobo access to jointly monitor the system with you so we can be proactive about keeping your batteries healthy.

3. Ensure correct usage of batteries and applicable maintenance routines must be done for batteries. Please contact SolarKobo for best usage and maintenance practices.

4. Warranty period – as stated on the quotation/delivery note.

5. If the system is not installed due to the site not being ready within 30 days from the date of delivery, then the battery warranty is no longer valid.

6. For service jobs out of warranty where replacement of spares is involved, warranty coverage will depend upon the job specific quotation agreed with the customer.

7. Warranty period is not applicable for preventative auditing or maintenance jobs.

8. Pictures of the installed system showing clearly the area of installation, installation setup and cable connections.



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., should be shared with SolarKobo within 10 days of installation without which warranty will not be covered.

#### **INSTALLATION:**

1. All Products must be installed by SolarKobo's service engineers or installers authorized by SolarKobo only. If SolarKobo is required for installation, customers must log their calls for installation by giving the Inverter system name and serial number, solar panel and charge controller spec, site address, contact person's name and phone number only after ensuring that the site is ready with respect to input/output wiring, availability of suitable power source (3 phase or single phase supply based on the equipment purchased, etc.)
2. Customers have to provide a suitable and proper "Earth". The Neutral to Earth Voltage should not exceed more than 5V
3. Customers have to provide a suitable and adequate space for the UPS/Inverter and battery installation with proper ventilation and a regulated temperature of 25 degrees C +/- 2 for SMF batteries.
4. The customer or end user shall be responsible for providing suitable power source, standard power conditioning equipment, dust and humidity control and air conditioning/recommended operating temperature.

#### **SERVICE CALL LOGGING:**

1. For all under warranty calls, the customer or end user should contact SolarKobo over the phone (+2349078607360) or via email ([sales@solarkobo.com](mailto:sales@solarkobo.com)), giving precise information and observations of the fault. Customers should cooperate with any work instructions by SolarKobo service engineers. If required, a SolarKobo service engineer or technician will be assigned to attend to issues.
3. The customer or end user will give SolarKobo full access to the equipment to enable SolarKobo to provide maintenance services, provide suitable working space facilities and suitable safe, storage and maintenance of the equipment and spare parts.
4. Customer should not return/drop any product(s) to SolarKobo without prior agreement with SolarKobo.

#### **LIMITED LIABILITY:**

1. The contract is confined to repairs and replacement of the defective parts only and does not cover any consequential or resulting liability, damage or loss.
2. This agreement extends only to problems arising from normal functioning of equipment. This agreement does not cover break down, services or spare cost arising from part or complete misuse of the equipment or if used under environmental conditions not suitable for batteries and electronic equipment.
3. Any defects arising due to site related problems are not covered under warranty and such defects will be rectified on a chargeable basis. Details of some site related problems are listed below:

#### **Electronic Equipment**

- a. Calls related to backup failure for more than the backup hours
- b. Any overload, misuse or abuse of the system by the customer
- c. Mains input supply - low or high (with respect to specified range)
- d. Short circuit between phase and neutral - phase and earth, neutral open



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- e. Phase sequence reversal phase failure
- f. Phase and neutral reversal, neutral and earth reversal
- g. Voltage between neutral and earth more than 5V

#### **Battery**

- a. Site temperature exceeding the rated specification
- b. Shallow charging of batteries/partial state of charging (PSOS)
- c. Charging batteries with charger capacity lower than 10% of battery Ah capacity
- d. Excessive vibration
- e. Faulty terminals/improper cable size and termination
- f. Stop/start motoring
- g. Battery sulfation
- h. Battery maximum drain current exceeding rated specification
- k. No object should be placed on battery
- l. Minimum 10-20 mm gap to be provided between each battery
- m. Deep DOD (Depth of Discharge) without allowing full charge for next usage.

#### **RELOCATION OF EQUIPMENT:**

If the equipment requires to be shifted to another location, the customer must inform SolarKobo in advance of the present location of the system and the new location details before SolarKobo will provide relocation services, i.e. disconnection of equipment on chargeable basis based on time and material utilized during the job. Customer is responsible for packing and transportation of the equipment at their own risk and liability. This also applies to out of service purchase for warranty validation.

#### **TRANSIT INSURANCE & LOSS OF MATERIAL:**

Customer is responsible to have transit insurance cover, as all liabilities are with customers. If any transit damage, SolarKobo would extend its support by giving the customer a report for the damage. Customer will replace at their own cost any loss of materials in transit or at the customer's site.

#### **AGREEMENT VALIDITY:**

This agreement will be deemed to be terminated on expiry of the warranty period. Prior to the expiry of the warranty period an SLA (Service Level Agreement) may be signed by the customer with SolarKobo for the annual maintenance contract with 100% advance payment.



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**CONTRACT:**

This document together with any attachment here in signed by both parties shall constitute the entire binding contract between SolarKobo and the customer. Nigerian Law shall govern this contract in all respects. The foregoing terms and conditions shall prevail notwithstanding any variations contained in the terms and conditions of any other document submitted by the customer unless variations have been specifically agreed upon by SolarKobo in writing.

**FORCE MAJEURE:**

SolarKobo shall not be liable for failure to perform any of its obligations under this contract, if such failure results from any force majeure, fire, storm, earthquake, explosion, accidents, floods, lockouts, industrial disputes, labor troubles, acts of God, acts of terrorism, any governmental act, the existence of any state of emergency, war-like condition, civil commotion, riots, inability to obtain any materials, refusal of license or imposition of sanction and any measures taken by the government. Anything beyond the control of either party, the above clauses are not enforceable by either party

**ARBITRATION:** As per the Provisions of Arbitration's Act-Nigeria Law

I \_\_\_\_\_ accept the terms and conditions of this warranty.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Customer Signature/date