
Warranty Terms and Conditions for products shipped after 1 August 2016.

Please familiarise yourself with the Vega product manual and any maintenance required for your Vega product. This will ensure your warranty claim will move through our system with ease in the event of a claim.

Terms and Conditions:

- **Warranty period is 3 years from date of purchase**
- Within the warranty period Vega will repair or replace any product that fails due to defect in materials or workmanship.
- Batteries are covered by the same level of warranty that it is offered by the battery manufacturer.
- If Vega chooses to repair the product, the period of the warranty will still be counted from the date of invoice.
- If Vega chooses to replace the product, the period of the warranty will still be counted from the date of invoice of original product.
- Battery replacements are only to be undertaken by certified Vega partners.
- This warranty is not transferable and only applies to the first end-user purchaser of the product directly from Vega or a Vega partner.
- The Vega warranty is limited to repair or replacement of Vega product.

What does Vega Warranty not cover and not support?

- Failure due to improper installation. Please see the installation section in the product manual.
- Incorrect programming based on the solar data for the product's location, [see our solar calculators](#) at; <http://www.vega.co.nz/calculators/> (if applicable).
- Where input or supply voltages have been exceeded.
- Damage from lightning strikes or other natural disasters.
- Any product that does not have a serial number.
- Failure due to lack of maintenance. Please see the maintenance section in the product manual.
- Product lost or misplaced in shipping.
- Any additional costs in the recovery or redeployment of the product.
- Any import/export or shipping charges for the product returned by the customer.