

Elios Carports

Warranty

Any user/company who purchases the solar mounting structure (hereinafter as “Product”) originally manufactured by ELIOS and who installs the said under the stipulated technical condition in accordance with the drawing and installation manual, including installation location, array, and tilt angle, will be entitled to TEN years quality warranty from ELIOS from the date of warranty.

Should any product prove to be defective within warranty period and it is verified that ELIOS is accountable for the defectiveness after due diligence, ELIOS will communicate with the buyer timely to work out the solution, for instance, be present at site to repair or replace the defective product unconditionally.

- ELIOS should not be held accountable in the event that the buyer is not able to install the product in compliance with the installation manual, or the buyer modifies, reworks or maintains the appearance of product without authorization from ELIOS, or any damage is caused to the product due to the factor beyond the design of ELIOS.
- The after-sales service of ELIOS will not cover any man-made damage or any damage caused by environment which is corrosive to the mounting structure. ELIOS solemnly commits to offer after-sales services for damages during transport, storage, and installation except those man-made ones.

Scope of Warranty

1. Please strictly follow the installation guide provided by ELIOS during installation. ELIOS will not be responsible for any quality issue caused by the buyer who takes the liberty of revising the design solution without approval from ELIOS.
2. If the buyer fails to follow the installation manual provided by ELIOS or adopt improper installation method which results in the additional maintenance or material supply from ELIOS, any amount arising out of this should be paid to ELIOS by the buyer.
3. For any additional maintenance or material supply provided by ELIOS beyond the warranty period, the buyer shall pay related expenses to ELIOS.

4. Any quality issue caused by following situation is beyond the warranty scope of ELIOS:
 - a) Improper product maintenance;
 - b) Any man-made damage during transportation, storage and installation by the buyer;
 - c) Change and rework the appearance of the mounting structure without the authorization from ELIOS;
 - d) Damage is caused to our product by using any other product on the installation site or on the product that can affect the quality of our product in terms of physical, electrical, and environmental conditions;
 - e) Installation environments (external conditions such as wind pressure, snow load and corrosiveness) exceed the value preset in the design, etc.

ELIOS should not be liable for any transportation cost due for returned goods arising out of the above-mentioned situations.

Warranty Responsibility

1. All warranty responsibilities are valid for ELIOS only during the warranty period. The buyer has the right to determine to repair and maintain the defective product or return or replace the defective product if it is confirmed that the quality problem occurred during the warranty period is the responsibility of ELIOS.
2. ELIOS is only responsible for the quality assurance of the products provided by the company and does not assume any responsibility for other indirect losses and damages.
3. Before the product is turned over to the buyer, ELIOS will replace or replenish the product for free if there is any damage or dispute during the delivery of the product.
4. If there is product quality problem during warranty period and it is confirmed to be within the responsibility scope of ELIOS, the latter will undertake one or more of the responsibilities listed below to compensate the buyer.
 - a) Return or exchange the product or replace it with a product of equivalent price after the consent of the customer, and bear the additional costs incurred in the process.
 - b) Responsible for product maintenance and repair and bear the additional cost incurred in the process.
5. Based on the laws of the country of the buyer, ELIOS only assumes the following or equivalent responsibilities:
 - a) Product replacement cost;
 - b) Equivalent purchase cost of the product;
 - c) Product repair cost;

The warranty period takes effect from the delivery or pick up date from ELIOS factory or warehouse. The replacement or repair of defective components does not extend the warranty period. During the warranty period, if the buyer finds that the product is defective, he/she should promptly inform ELIOS or its agent and provide photos of the defective product to ELIOS, and the latter will deal with it timely to find out the cause of the defect. If the defect turns out to be caused by ELIOS, ELIOS will communicate with the buyer without delay to discuss solutions (such as replacing with new products etc).

During the repair or replenishment period, if the same defect occurs again, ELIOS will exert its utmost to handle the issue.