

Terms of warranty

These terms of warranty apply to newly products provided by MUST.

Manufacturer's warranty

Goscor products come with the warranty period in standard from date of shipment as below:

- Off grid power inverters/ solar inverters/UPS: 2 years
- Solar charge controller: 1 year
- Lead acid/Gel battery: 3 months
- Lithium battery 12V/24V: 2 years
- Lithium battery 48V: 5 years (4000 Cycles at 80% - Depth of Discharge)
- Portable Inverters: 2 years

General conditions

If a defect should occur within the agreed upon warranty period for which Goscor is responsible, Goscor has the option of:

- repairing the defect at Goscor or onsite
- providing an equivalent replacement device or new device
- or having a trained Goscor Service Partner carry out these services.

The warranty does not cover travel and accommodation costs as well as onsite assembly and installation costs if they exceed the service reimbursement received by the installer performing the work from Goscor depending on the service and agreement.

The manufacturer's warranty and any extension warranty is only valid for the Goscor product for which it was purchased. Each product is identified by a unique serial number which will be recorded on the warranty certificate with the purchase of a warranty extension. The warranty is based on the product's serial number, allowing the warranty to be transferred to another owner if the Goscor product remains installed in the original installation location.

When making a warranty claim, attention should be paid to the following:

Warranty claims can only be handled, when the purchase price for Goscor product has been paid in full to Goscor.

End customers, please contact your vendor. If necessary, the vender will contact Goscor.

The purchase invoice, serial number of the device and start-up report (the date on which the device was provided/commissioned and report from the power supply company), as well as the certificate of the warranty extension, are required for warranty claims.

The procedure for a warranty claim must be coordinated with Goscor. This is the only way to ensure that the above-mentioned warranty services will be provided free of charge.

If the remaining warranty period is less than one year, you will automatically receive a full year for the remaining warranty period for the replacement device or component.

Defects not attributable to Goscor are excluded from the warranty.

Defects not attributable to Goscor include, but are not limited to: - Non-compliance with operating instructions, installation instructions or maintenance instructions

- Improper installation
- Improper commissioning
- Incorrect transport
- Improper or incorrect operation
- Inadequate ventilation of the device
- Tampering with the device by companies or persons not authorised by Goscor.
- Non-compliance with safety instructions and installation standards
- Force majeure (storm, lightning, overvoltage, fire, etc.)

This warranty expressly excludes damage or impairments caused by components of the photovoltaic system that do not fall under the Goscor product line or cosmetic flaws in the product that do not interfere with the functionality of the product. We also need the below information to work on warranty claim, which customer must provide firstly, or we have the right to refuse to deal with, thanks for your cooperation.