



System Warranty Statement

Giga Tech · Solar Energy & Electrical Engineering · Harare, Zimbabwe

Our promise

Every Giga Tech system is designed by qualified engineers, installed by our own team and tested before handover. We stand behind that work with the warranty schedule below, which applies to all solar systems supplied and installed by Giga Tech.

Warranty schedule

Coverage	Period	What it covers
Workmanship	1 year — free	Our installation work: wiring, mounting, connections and configuration. If any fault arises from our work, we will repair or replace the affected component at no cost to you.
Inverter	1 year	Manufacturer-backed warranty against defects in the inverter supplied with your system.
Batteries	5 years	Manufacturer-backed warranty against defects and premature capacity loss under normal operating conditions.
Solar panels	20 years	Manufacturer performance warranty on the solar panels supplied with your system.

Warranty periods run from the date of commissioning (handover). Equipment warranties are provided by the respective manufacturers and facilitated by Giga Tech.

How to make a claim

Contact us by phone or WhatsApp with your name, installation address and a description of the issue. We will assess the fault — remotely where possible, or with a site visit — and repair or replace the affected component in line with this schedule.

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What is not covered

Damage caused by tampering or repairs by third parties; physical damage, theft, fire, floods, lightning strikes or other force majeure events; faults caused by loads exceeding the system's designed capacity; and normal wear items. Modifying the system without Giga Tech's written approval voids the workmanship warranty.