

Warranty Statement

1. Products shall:

- a) Be free from defects in design, material and manufacturing during Warranty Period;
- b) Conform to the applicable specification, if any;
- c) Be new, unused and not contain used or repaired parts;
- d) Be free and clear of all liens, claims, encumbrances and other restrictions.

2. Warranty Period:

- a) On-Grid inverters come standard with a warranty of 63 months from the date of production,
- b) Off-Grid inverters come standard with a warranty of 27 months from the date of production
- c) Accessories come standard with a warranty of 27 months from the date of production

3. Replacement Service:

- a) Spare units will be sent to customer for the best benefit of customer while RMA (Return Material Authorization) confirmed by the contact from Repair Center
- b) Spare units come from refurbished defective units, customer is responsible for returning the defective units with well-condition package
- c) The remaining warranty period of the defective unit will be transferred automatically to the replacement unit, if a replacement occurred within warranty

4. RMA Service Procedure:

- a) Local and global repair center build in China to insure an easy and speedy RMA for world-wide customers
- b) Customer sends FFR (Field Failure Report) to RMA contact person of Repair Center for returning permission.
- c) RMA contact issues effective RMA number to customer within 5 working days after receiving FFR, or on-site inspection is performed.
- d) Customer returns the defective Product with effective RMA number, and in advance, customer informs all necessary shipping information so that the RMA contact can arrange for logistic operation and repairing resources.

- e) In order to avoid any damages during transportation, all returned Products should be packed in packaging materials well-condition, original packaging materials recommended.
- f) For regular RMA cases, both parties should bear respectively the freight cost of returning Product, one way for each other based on CIF. In other words, customer pays the freight for the RMA Products from customer to factory, and factory pays the freight for the repaired Products from factory to customer.
- g) After repairing, factory informs customer about the status and provide all necessary shipping documents to customer after the shipment comes into effect.

5. Warranty Limitation:

Damages due to following are excluded from warranty:

- a) Seal on Product is broken; or
- b) Improper transportation and delivery; or
- c) Unqualified persons opening the unit; or
- d) Improper installation; or
- e) Unauthorized modification, test or repairing; or
- f) Use and application beyond the definition from manual; or
- g) Application beyond the scope of safety standards (VDE, UL, AS etc.); or
- h) Acts of God such as lightning, fire, storm etc.; or
- i) Engineering samples.

6. Warranty Extension:

Extended warranty period is optional as below, also a registration on website is demanded to validate a certain extended warranty period:

- a) Additional 12/24/36/48/60 months for On-Grid inverters
- b) Additional 12/24/36 months for Off-Grid inverters
- c) Additional 12/24/36 months for accessories