

# SolaX Power Inverters

## Solax Power Warranty Terms & Conditions (For EU Market)

Administered by SolaX Power Co., Ltd.

This policy governs the exchange program for SolaX Power inverters (“inverters”) covered by SolaX Power’s warranty (the “Exchange Program”). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. SolaX Power may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

### 1. Warranty Claims

The standard warranty period for inverters supplied in Europe is **120 months** (Excluding SolaX Box, X-Hybrid, X1 Hybrid, X1 Retrofit, X3 Hybrid and X3 Retrofit, which will be covered with 60 months’ warranty period).

PLEASE NOTE, THIS WARRANTY POLICY COVERS SOLAX INVERTERS ONLY. WHERE BATTERIES ARE SUPPLIED WITH A SOLAX INVERTER PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER. THIS WARRANTY IS LIMITED TO THE SOLAX INVERTER RANGE ONLY AND DOES NOT COVER ANY EXTERNAL OR ANCILLIARY PARTS. ANY ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY SOLAX (INCLUDING BUT NOT LIMITED TO: POCKET-WIFI, POCKET-LAN, NFI, EPS BOX, BREAKERS AND METERS) ARE COVERED BY A SEPARATE 12 MONTHS PRODUCT REPLACEMENT WARRANTY.

The warranty period commences from the date on which the inverter is commissioned by the installer or customer’s agent. An extended warranty period may be available for purchase within 36 months from commissioning for an **additional 120 months** (see Section 9 for information relating to the warranty extension). For non-registered products, the warranty effective after the date of invoice commencing, 6 month after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.

The Warranty is applied to the original SolaX product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to inverters installed by a suitably qualified professional. The warranty policy will be rendered invalid where inverters are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact SolaX at [service.eu@solaxpower.com](mailto:service.eu@solaxpower.com) with the authorization email from the previous owner.

Please note: If you are a private end-user, please contact your installer in the first instance. SolaX Power will work directly with the installer to replace a faulty inverter if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning (beyond the compensation scheme available to installers outlined in section 6). If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site

inspection.

### **X-Hybrid (SK-SU, SK-TL, X1-Hybrid, X3-Hybrid) Off-Grid Installations**

The X-Hybrid series of inverters is a hybrid inverter range with off-grid functionality. Where this inverter is installed in a completely off-grid setting, owing to unpredictable and potentially irregular operating patterns, SolaX Power requires that off-grid installations are inspected annually by a suitably qualified technician and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

## **2. Limited Liability**

Subject to the conditions set out below SolaX Power warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

2.1 In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by SolaX Power's warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use.
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment
- f. Damage during transportation
- g. Unauthorized repair attempts
- h. Failure to adequately maintain the equipment. An on-site inspection by a suitably qualified technician is required following sixty months of continuous use. Warranty claims made beyond 60 months from the date of commissioning may be declined if it cannot be demonstrated that the equipment has been maintained adequately.
- i. Failure to register the warranty as required under this policy (outlined in section 10). Warranties must be registered no more than six weeks from the date of commissioning. Any attempt to register the warranty beyond the six-week registration period (without written consent from SolaX Power) will invalidate any warranty claims. SolaX Power may request to see documented evidence where they suspect that a warranty was registered more than six weeks following the commissioning date.
- j. In the event that the inverter display (a standard feature on certain SolaX products) ceases to function, but where the inverter is otherwise operating normally, SolaX may not issue a replacement product where the display/programming features available on the display can be viewed/set on external devices using software supplied by SolaX Power.
- k. Unauthorized removal and reinstallation.

This warranty does not extend to parts materials or equipment not manufactured by SolaX Power in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as given by the manufacturer.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as SolaX is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

SolaX Power shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, the remainder of the Warranty period will be transferred to the replacement product. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

### **3. Exchange Service**

Any inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to SolaX Power for an exchange to be effected under this policy:

Inverter Data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentation including:

1. Copy of original purchase invoice.
2. Valid warranty certificate
3. Test report by qualified electrician
4. Detailed information about the entire systems (e.g. system schematics)
5. Documentation of previous claims/exchanges (if applicable)
6. Any other supporting documents required by SolaX Power.

**SolaX Power reserves the right to refuse exchange requests where adequate information is not provided.** To request the replacement of an inverter, you must contact the SolaX Power EU Service Department via E-mail: [service.eu@solaxpower.com](mailto:service.eu@solaxpower.com)

#### 4. SolaX Power Responsibility

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance when required, SolaX Power will assign a unique case number to the installer/customer. This number shall be used in reference for all communications regarding the exchange. SolaX Power will dispatch a replacement inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter. SolaX Power will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. All allegedly faulty inverters must be returned within 10 (ten) working days of the receipt of the replacement inverter. A qualified installer must be available for the inverter exchange and re-commissioning. The replacement inverter will be covered by the original warranty terms of the faulty inverter for the remaining warranty period of the original (faulty) inverter.

#### 5. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the SolaX Power Service Center in order to limit the return of non-faulty equipment. The SolaX Power Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for a replacement unit and further compensation, the installer must first contact the SolaX Power Service Center and fulfill the installer's responsibilities under Section 3 of this document.

During inspection by SolaX Power, if the allegedly faulty inverter is found by SolaX Power to be eligible for exchange under this policy, the installer must ensure the return of the suspect equipment prior to reimbursement from SolaX Power. In all instances, the installer must send these items to:

SolaX Power Co., Ltd. Room 506, Block A (West), Zhejiang University Science and Technology Park, No. 525, Xixi Rd, Hangzhou, Zhejiang, China, 310007.

#### 6. Compensation for Installer

If faulty equipment is exchanged by an installer within the warranty period, SolaX Power will make an onetime payment to the installer of EUR 65.00 (below 5kw system, 5kw included) EUR 85.00 (above 5kw system) as compensation (including Tax, payable for each replacement site). No other costs can be reimbursed, including but not limited to, transportation, labor costs, loss of power generation, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, or the costs of third-parties that have not been authorized by SolaX.

The installer must provide proof of a valid warranty for the inverter, a correctly issued and fully completed invoice, and a valid case number for the inverter (as provided by the SolaX Power Service Center). Before raising the compensation claim, SolaX need to receive the suspected inverter for inspection and test. During inspection by SolaX Power, if the

allegedly faulty inverter is found by SolaX Power to be ineligible for exchange under this policy, the compensation payment will not be made and the installer may be charged for the repair of the unit as noted in clause 7 below. The claim for compensation must be made no more than 3 months from date that the case number was issued. Claims made beyond this 3-month period will be invalid. The whole compensate process may take 3 months before SolaX confirms the payment.

#### **7. Inspection Charge for Inverters Not Found Defective**

If an allegedly faulty Inverter is returned to SolaX Power pursuant to this Policy, and is found by SolaX Power to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, SolaX Power reserve the right to apply a flat-rate inspection charge for each Inverter of USD 100.00, plus shipping and packaging costs.

#### **8. Inverter Replacement Procedure**

SolaX Power must be provided with the relevant documentation as shown in Section 3. This procedure must be followed for warranty claim to be applicable under this Exchange Program.

- a) The end user must contact the original installer in advance. The installer must contact the SolaX Power Service Centre and supply the required information as shown in Section 3. As outlined in Section 4, the installer will liaise with SolaX Power Service Centre to try and find a suitable solution without the need to exchange the inverter.
- b) If the inverter is deemed faulty and is eligible for the Exchange Program, SolaX Power will raise and create a case number for the inverter and send it to the installer.
- c) SolaX Power will dispatch a replacement inverter within 3 working days of the case number being created. The inverter will be shipped to the specified customer or installer location at SolaX Power's cost.
- d) The installer will install the replacement inverter and use the packaging to repack the faulty inverter.
- e) SolaX Power will cover the costs of collection and shipment of the faulty inverter back to SolaX Power as shown in Section 4, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the faulty inverter is not returned within 10 working days of receiving the replacement inverter, SolaX Power will invoice the relevant installer for the cost of the inverter and the warranty of replacement inverter will be terminated.
- f) The installer can send the invoice mentioned in Section 6 of this document after the faulty inverter is delivered and confirmed by SolaX.
- g) SolaX Power will review the invoice and pay the rebate to the installer within a payment period.

#### **9. Warranty Extension**

The SolaX inverter range is eligible for a warranty extension of 120 months (taking the maximum warranty period to 20 years from the point of commissioning). The warranty extension is available for purchase up to 36 months from the commissioning date of the inverter.

## 10. Warranty Registration

It is a requirement that all inverters are registered in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Solax website (as specified on the registration certificate), at which point a full warranty certificate is issued. Warranties must be registered **no more than six weeks** following the date of commissioning. The information required at the point of registration is as follows:

- a. Inverter model
- b. Inverter serial number
- c. Installation date
- d. Customer name
- e. Installation post code
- f. Full installation address
- g. Name of installation company
- h. Purchase receipt

In the case of extended warranties, in addition to the information required above, it is also necessary to enter a unique identifier provided by SolaX after the purchase of extended warranty. Without this reference number, it will only be possible to register the inverter for the standard warranty period.

**Upon receipt of the registration request, SolaX will issue a full warranty certificate to the customer by email within seven working days.**