

Warranty Statement

ProductsBase :

- 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.

Warranty Period :

Products	Standard Warranty
On-Grid inverters	60 months from the date of production
Hybrid inverters	60 months from the date of production
Accessories	24 months from the date of production

Technical Support :

- a) Dedicated service contact shall be assigned to response service requirement including remote technical support on critical issues.
- b) Technical training shall be performed online or off-line to support customer to update related field service technology.

Replacement Service :

- a) Free service units (1% of purchase quantity) will be shipped to customer together with sales units
- b) Customer is responsible for keep defective units and returning them with well-condition package for quality analysis as per Senergy's demand
- c) The remaining warranty period of the defective unit will be transferred automatically to the replacement unit, if a replacement occurred within warranty.

RMA Service Procedure :

- a) Repair Center built in Shenzhen DK factory to insure an easy and speedy RMA for customer.
- b) Customer sends issue list and/or FFR (Field Failure Report) regularly to service contact for replacing agreement
- c) Service contact issues effective RMA number to customer within 5 working days after receiving FFR, or on-site inspection is performed.
- d) As per Senergy's demand on quality analysis, customer shall return defective units with effective RMA number, and in advance, customer informs all necessary shipping information so that the service 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) Service units will be shipped with subsequent purchase order delivery, Senergy will inform customer about the status and provide all necessary shipping information to customer after the shipment comes into effect.
- g) Suppose customer wants service units to be shipped separately from purchase order delivery customer shall pay the freight and other related expenses.

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

Warranty Extension :

Extended warranty period is optional as below:

Products	Extended Warranty
On-Grid inverters	12/24/36/48/60 months
Hybrid inverters	12/24/36/48/60 months
Accessories	12/24/36 months

Out Warranty Service :

For the products out of Warranty and the damages excluded from the warranty limitation, Service shall be performed after agreement between both parts achieved by case.

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