



## **SmartEnergy Warranty Terms and Conditions**

### **1. Standard warranty:**

The standard warranty period for the SmartEnergy inverters is 60 months (5 years) from the date of installation and no more than 66 months (5.5 years) from the date of shipment from Changzhou SmartEnergy Technology Co., Ltd.

### **2. Extension of warranty period:**

For inverters the purchaser may apply for a warranty extension up to 12 months following the installation date or 24 months from the date of shipment (whichever date comes first) from SmartEnergy by providing the serial number of the unit. SmartEnergy may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 10, 15 or 20 years.

Once the purchase of the warranty extension has been processed, SmartEnergy will send the warranty extension certificate to the customer confirming the extended warranty period.

### **3. Warranty claim procedure:**

In the warranty period, if the inverters has quality defect checked by SmartEnergy, SmartEnergy will choose repair or replace the defective products. SmartEnergy retain the right to modify or replace the unqualified product by using the original production, component, or modified design.

Please report defective devices with a brief error description to our service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim.

Alternatively, please contact your specific dealer or installer if your unit is defective or faulty.

To make a claim under the warranty terms of SmartEnergy, you will need to supply us with the following information and documentation regarding the faulty



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inverter:

- 1) Product Model No. and serial number.
- 2) Copy of the invoice and warranty certificate for the inverter.
- 3) Copy of the installation report and installation date.
- 4) Documentation of previous claims/exchanges (if applicable).

If a device fails while it is under SmartEnergy Factory Warranty, it will be:

Repaired by SmartEnergy, or Repaired on-site, or Exchanged with a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this event, you will not receive a new certificate, as this replacement will be noted by SmartEnergy.

If the unit needs to be replaced following assessment, SmartEnergy will send a replacement unit immediately. The defective inverter should be sent back to the closest SmartEnergy office by packing in its original package if possible or other comparable packaging.

#### **4. Exclusion of warranty claims:**

To provide better service to SmartEnergy's End Users, all SmartEnergy authorized Dealers or Distributors are requested to respond to End Users' warranty claim. SmartEnergy will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SmartEnergy for the following investigation):

- 1) "Warranty Card" not being sent back to Distributor/Dealer or SmartEnergy;
- 2) Product modified, design changed or parts replaced not approved SmartEnergy;
- 3) Changes, or attempted repairs and erasing of series number or seals by non SmartEnergy technician;

Add: Room 301, Building C, NO.588, Changwu South Road, Wujin District Tianan Cyber Park,  
Changzhou, P.R.China, 213100

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- 4) Incorrect installation or commissioning;
- 5) Violation of the design and use of the product, the environment is not suitable, or failure to comply with the user manual, laws or safety regulations, etc;
- 6) The input voltage exceeds the maximum range in the product manual of SmartEnergy inverters. Including high voltage generated by other electric equipment, power generation equipment or lightning ;
- 7) Power grid anomalies, including voltage, frequency, harmonics, etc;
- 8) The Product has been improperly stored and damaged while being stored by the Dealer or the end user;
- 9) Any defect that has no effect on the generation of electricity, including but not limited to LED failure;
- 10) Transport damage (including painting scratch caused by movement inside packaging during shipping). A claim should be made directly to shipping company/insurance company as soon as the container/package is unloaded and such damage is identified;
- 11) Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;
- 12) Improper use or misuse of the device;
- 13) Force majeure (violent or stormy weather, lightning, fire etc.).

## **5. Service after warranty expiration**

For products which are out of warranty, SmartEnergy charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

- 1) On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- 2) Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- 3) Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.

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Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to SmartEnergy or/and repaired products are sent from SmartEnergy to user.

	Carry-In or Mail-In Service	On-site service
Parts replacement not needed	Labor + Logistic fee (to and from SmartEnergy)	Labor + On-site attendance fee
Parts replacement needed	Labor + Parts + logistic fee (to and from SmartEnergy)	Labor + On-site attendance fee + Parts

Latest information on the terms of warranty and local service hotline can be obtained from our website: <http://www.smartenergy-tech.com>

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