



## AMENSOLAR Warranty Policy

### I. Scope of Warranty

AMENSOLAR provides the following limited and extended warranty for inverters, battery products (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by AMENSOLAR. AMENSOLAR under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This AMENSOLAR Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized AMENSOLAR partners. The Product(s) included in this Policy are:

**N3H-X Series Solar Inverter**

**A Series Battery, Powerwall, Powerbox**

#### **Important:**

Please note, this warranty policy covers AMENSOLAR Products as specified herein. This warranty is limited to the AMENSOLAR inverter and battery range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by AMENSOLAR may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

### II. Contracting Parties

This Policy is only provided to the original purchaser of the product from AMENSOLAR (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

### III. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

Standard Warranty

#### ***For N3H series inverter:***

The Product will be free from defects in materials and workmanship for a period of sixty (60) months from the shipment date of the Product. The warranty will cover the replacement the spare parts, exchange of products and the logistics costs, but will not cover the repair costs, installment costs and others.

#### ***For battery:***

The Product will be free from defects in materials and workmanship for a period of one hundred and twenty (120) months from the shipment date of the Product. The warranty will cover the replacement the spare parts, exchange of products and the logistics costs, but will not cover the repair costs, installment costs and others.

### IV. Warranty conditions

1. AMENSOLAR guarantees that the products meet the specifications and performance requirements of the product manual, and there are no defects caused by improper workmanship or materials.
2. Store, keep and transport in accordance with product requirements;
3. Install, operate and maintain in accordance with the product manual;
4. According to the basic daily cycle use and only used for energy storage system;
5. The repair or replacement location should be the same as the product delivery location.

### V. Limited Liability

Address : No. 900, Zhujiang Road, SND, Suzhou City, Jiangsu Province, PRC

Telephone : +0086-512-68243965

Claims that relate to defects that are caused by the following factors are not covered by AMENSOLAR's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or non-compliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arching or damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process, and/or proper evidence of the fault and/or test carried out on site has not been provided to AMENSOLAR;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.
- The products installed and used together with AMENSOLAR products, have not passed the compatibility certification, will not be accepted;
- Any attempt to extend or reduce the life of the product without written confirmation, whether through physical means, software programming or other means;
- Damage caused by water, conductive dust or corrosive gas;

Where authorized AMENSOLAR personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, AMENSOLAR under its discretion will:

- Repair of the product on site or at a designated AMENSOLAR office or service centre;
- Provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by AMENSOLAR. AMENSOLAR may replace parts with refurbished parts.

## VI. Exclusions

This Policy does not cover the components that were not initially sold by AMENSOLAR as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by AMENSOLAR.

## VII. Warranty Claim Process

It is the duty of the Installer to contact AMENSOLAR in the event of a fault with the following information. The claim should be within 48 hours after the defect is discovered:

Name of the Installer:

Product Model No:

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Telephone : +0086-512-68243965



Fault Code:

Fault Details:

Contact Details:

AMENSOLAR may ask for additional details depending on the fault conditions. AMENSOLAR will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an **RMA Form** with the evidence and any additional information requested by AMENSOLAR.

Once the form is received, AMENSOLAR is obliged to feedback the result of claim within five (5) days. Once AMENSOLAR confirm and approve the claim, AMENSOLAR is obliged to arrange the after-service of repair, exchanging parts or replacement will start within five (5) days.

If an allegedly faulty Product is returned to AMENSOLAR pursuant to this Policy, and is found by AMENSOLAR to be free of defects that would qualify it for replacement under this policy, or due to limited liability *as stated in section 7*, AMENSOLAR will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by AMENSOLAR in all cases. Any replacement of the Product issued without the consent of AMENSOLAR will invalidate an associated claim.

For customer claims, please contact Amensolar at 0086-512-68243965 or Amy Zhang at 0086 17391808947 for more help.

Your cooperation and trust is highly appreciated.

Amensolar Ess Co.,Ltd