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## Warranty Terms & Conditions

(For EU markets only)

Solax inverters are manufactured by SolaX Power Network Technology (Zhejiang) Co., Ltd. The company (hereinafter referred to as Solax) provides the following warranty to the purchaser (the customer) of the inverters (the products). (Here, the customer is deemed to be the owner of the installed inverters/products at first sale).

The terms and conditions of this warranty only work between Solax and the distributors who have signed direct commercial contracts with Solax, which apply to EU markets only.

### 1. Warranty Products

This warranty applies exclusively to Solax inverters & Solax accessories (including online monitoring devices, breakers, Meters/NFIs, and EPS boxes) manufactured and supplied either directly by Solax or through authorized partners (distributors) of Solax. All external and ancillary parts and units (eg. Monitoring/Comm devices, batteries, etc) installed with inverters by third-parties are excluded from the warranty.

### 2. Warranty Terms

Solax warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which Solax is responsible during the agreed warranty period, Solax will, at its discretion:

- Fix the problem by updating the software or change the configurations; or
- Repair the defect on the premises of Solax or on the customer's site; or
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device; or
- Have these services performed by Solax service partners who have undertaken proper training.

### 3. Transportations

Unless there are some unique agreements signed between Solax and the customers (the distributors), the warranty covers only the cost of materials and labor work that makes the products functional. Besides, the transportation costs of replacement units, including shipments, duties, import & export fees, are covered by this warranty in European Unions, excluding their affiliated islands and overseas territories.

### 4. Warranty Period

Solax warrants, on the terms and conditions set out below, that:

- Each inverter will be provided a warranty period of **60** months (refer to **Appendix**) from the date of installation if the inverter warranty is registered or the original invoice copy is provided when warranty claim happens. Otherwise, it will be provided a warranty period of **66** months (6 months of the warehouse logistic period) from the manufacturing date of that inverter; and

- Each Solax accessory in respect of the inverters will be provided a warranty period of **24** months (refer to **Appendix**) from the date of installation if the warranty is registered or the original invoice copy is provided when warranty claim happens. Otherwise, it will be provided a warranty period of **30** months (6 months of the warehouse logistic period) from the manufacturing date of that accessory;
- In the event of product replacement, the remaining warranty period shall be transferred to the substitutive product. Solax will automatically register such replacement, and you will not be provided a new certification. If the remaining warranty period is less than 1 year, the warranty period of the device and its substitute will be extended to 1 year automatically.

## 5. Warranty Registration

The direct customers who have purchased Solax products (Solax inverters and accessories) shall register these products and upload the information (such as the original purchase invoice, inverter SN, and contact information) within **90 days** from the date of commissioning of the products (register online: <https://www.solaxpower.com/warranty-registration/>). If a customer fails to register a Solax product before the deadline, the product warranty period will be counted automatically from 6 months after the manufacturing date.

## 6. Warranty Extension

The purchaser may apply for a warranty extension within **12** months after product installation by providing the serial number of the units along with proof of the purchase (copy of invoice). Solax provides a flexible warranty extension of **5** years or **10** years for purchasers (refer to **Appendix**). A unique code (reference number) will be provided after the purchase of an extended warranty. Then the new warranty period of the units will automatically include the extended warranty and the remaining warranty. Solax has the rights to increase the payment standard for warranty extension or reject any application received at a later point of time.

## 7. Warranty Claim Procedure

For a warranty claim, the following information needs to be provided:

- A completed warranty claim form (<https://www.solaxpower.com/warranty-claim/>) ---**Solax RMA form**;
- A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory and/or extended warranty, or the date of installation;

Solax reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information;
- If the product (Solax inverter or/and Solax accessory) is replaced without the prior consent of Solax;
- If the defect that is claimed is not caused by defective materials or workmanship;

For end users, please contact your installer/distributor directly, they will contact with Solax if necessary. Solax will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product is found to be free from defects in materials or workmanship, or if the claimant refuses the faculty following this warranty claim.

## 8. Warranty Limitations

The warranty is valid only for the products purchased either directly from Solax Power or from an authorized reseller of Solax Power. The defective parts or units replaced under a warranty claim become

the properties of Solax, and must be returned to Solax or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging.

The product is not covered by warranty in the following cases:

- A. The product is out of the warranty period;
- B. Failed to comply with Solax installation manual or maintenance instructions for the inverter or accessory;
- C. Failed to comply with the safety rules and regulations in respect of the inverter or accessory;
- D. The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt);
- E. The replaced products have not been returned to Solax or cooperated partners (distributors) within **90** days;
- F. The defect is caused by improper usage of the product or failure to comply with the usage of the product for purposes other than those for which the product was designed or intended;
- G. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to Solax.
- H. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors;
- I. The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from Solax;
- J. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced);
- K. Flaws (eg. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory
- L. Normal wear or tear;
- M. Travel and subsistence expenses as well as on-site installation, modification and normal maintenance costs;
- N. Duties, import/export fees or costs and other general administrative costs;

The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter (such as power that was not fed into grid or self-consumed) are not covered by this warranty. In any other case, whether in contract, tort, or otherwise, the maximum compensation for customer losses caused by its faults shall not exceed the amount paid by the customer for the purchase of the equipment.

## 9. Service after Warranty Expiration

For products which are out of warranty or invalidation, Solax provides an additional charge service, which includes the on-site service fee, materials fee, labor cost, and logistic fee:

- **On-site service fee:** Travel cost and time for the technician to deliver on-site services and the cost of labor time for the technician to install, analyse, repair, test and maintain faculty products;
- **Materials fee:** Cost of replacing the parts or units or any other relevant materials;
- **Logistic fee:** Cost of delivery, including the costs of sending the defective products from end users to Solax, or/and the costs of sending the repaired products from Solax to end users;

## **Special Point Out**

### **Regarding HYBRID INSTALLATION**

#### **I. For Hybrid inverters installed with Triple Power batteries:**

- The default minimum capacity is 10% (can be changed to a higher level). During night time (no PV), when the battery is discharged to the minimum capacity, usually it will go into the “Idle mode” or “Standby mode”. However, the whole hybrid system is still consuming power. Therefore, you may see that the battery capacity sometimes goes down to low than 10%. When the battery capacity is down to 5% (protection level), it will trigger a charging demand, which requests charging from grid until it goes back to the normal minimum capacity level, it may happen in the night time or during winter time when there is no enough PV production or during bad weather days. This is a normal behaviour and won't affect the battery life.
- It is recommended to force charging battery from grid timely during bad weather (like continuous snowstorm, raining, cloudy days), so as to ensure that the battery won't be fully discharged (0 capacity) under such situations. Besides, manually switching off the whole system is a good choice as well.
- When adding a new extra battery to the existing system, it is requested that the new battery has the same capacity level with the existing battery system before it is added (pre-charge the original battery system and new battery to the full capacity, and then install them together);
- When charging a battery from grid, consider its self-consumption during this process. The total energy taken from grid won't be completely the same as the total energy discharged from the battery system. Hence, the warranty claim under such conditions will not be accepted.

#### **II. For Hybrid inverters installed in completely off-grid settings:**

- It is requested that off-grid installation is inspected annually by a qualified electrician and recorded in form of documentation. Failure to comply with the described requirement to maintain the equipment may invalidate any warranty claims;
- For better analysis and troubleshooting in case of a warranty claim, it is recommended that the customer register the inverter system online; otherwise, the customer will need to provide detailed information in Solax RMA form for the warranty claim;
- The load installed with an off-grid system shall be calculated on the basis of its rated power; otherwise, it may have EPS Overload fault during night time or when there is not enough production from PV and battery, especially for inductive loads. Damages to inverters caused by incorrect installation will not be covered by the warranty.

## Appendix:

### Standard Warranty Period

(For EU markets only)

Products	Model	Standard Warranty	Warranty Extension
Inverters	X1-MINI	10 years (5+5*)	5*,10* years
	X1-AIR	10 years (5+5*)	5*,10* years
	X1-Boost	10 years (5+5*)	5*,10* years
	X3-MIC	10 years (5+5*)	5*,10* years
	X3-MIC Pro	10 years (5+5*)	5*,10* years
	X3-ZDNY TL	5 years	/
	X3-30/36K	5 years	/
	X3-Max/X3-Mega	5 years	/
	SK-SU/TL/BMU	5 years	/
	X1-Hybrid	5 years	5* years
	X1-Hybrid-G4	10 years (5+5*)	/
	X1-Retro Fit	5 years	5* years
	X1-AC	5 years	5* years
	X3-Hybrid	5 years	5* years
	X3-Retro Fit	5 years	5* years
Batteries	Triple Power Battery	10 years	/
Accessories	Pocket Wifi/LAN/GPRS	2 years	/
	Solax NFI/Meter	2 years	/
	X1/X3-EPS Box	2 years	/
	Off-grid Parallel Box	5 years	/
	<b>10 years(5 + 5*)</b> : During the first 5 years, if warranty replacement happens, Solax will offer substitute products and cover relevant costs; from year of 6 <sup>th</sup> ,if warranty replacement happens, Solax only offer substitute products or parts, for any relevant costs will not be covered by the warranty;		

\*This warranty is valid from 1<sup>st</sup> Dec 2020. (V1.1)

\*\*This warranty applies only to the customers who have signed direct contracts with Solax;

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