SOFAR SOLAR

SOFAR SOLAR Warranty Terms and Conditions

(valid for Europe)

WARRANTY PERIOD

The standard warranty period for SOFARSOLAR inverters is 120 months (10 years) from the date of purchase. The end customer needs to provide the valid purchasing invoice to verify the date of purchase.
If the end customer fails to provide the valid purchasing invoice, the standard warranty period for SOFARSOLAR inverters is 126 months (10.5 years) from the date of production (it's on the SN) from Shenzhen SOFARSOLAR Co., Ltd.
The end customer can also purchase an extension of this SOFARSOLAR standard warranty during 24 months from the date of manufacturing. Refer to the SOFARSOLAR price list for further information.

WARRANTY CONDITIONS

In case of a faulty inverter during the agreed SOFAR SOLAR factory warranty period, please report defective inverters with a brief error description to our service hot-line for registering and send your warranty card to our service department by fax/email to process the warranty claim if you use the inverter for purposes of your self-employed business or professional activity. You may also contact your specific dealer or installer if your unit is defective or faulty.
If you are a private end-user, please contact your installer, or any SOFAR SOLAR authorized Dealer or Distributor.
To make a claim under the warranty terms of SOFAR SOLAR, you will need to supply us with the following information and documentation regarding the faulty inverter:

- ✧ Product Model(e.g. SOFAR 20000TL) and serial number (e.g. SC1ES520E99001).
- ✧ Copy of the invoice for the inverter.
- ✧ Error message on LCD screen (if available) and additional information regarding the fault/error.
- ✧ Detailed information about the entire system (modules, circuits, etc.).
- ✧ Documentation of previous claims/exchanges (if applicable).

If an inverter fails while it is under SOFAR SOLAR Factory Warranty, it will be:

- ✓ Repaired by SOFAR SOLAR, or
- ✓ Repaired on-site, or
- ✓ Exchanged with a refurbished inverter that includes all firmware updates

If the inverter needs to be exchanged, the remainder of the factory warranty entitlement will be transferred to the replacement unit, i.e. the warranty period of 126 months from production of the original device will continue. In this event, you will not receive a new certificate, as this replacement will be registered by SOFAR SOLAR. If the remaining warranty period is

less than one year, you will automatically receive a full year warranty for the remaining warranty period of the replacement unit.

This factory warranty includes the cost to SOFAR SOLAR for work and material necessary to regain faultless functioning. All other costs, particularly transport-, travel- and accommodation cost of SOFAR SOLAR personnel as well as costs of your own staff are not included in the factory warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by this factory warranty.

For return transportation, inverters or components must be packed in their original or equivalent packaging.

SOFAR SOLAR keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works.

All warranty services are free of charge only if the course of action is agreed with SOFAR SOLAR in advance.

SCOPE OF THE MANUFACTRURER WARRANTY

To provide excellent Service to SOFAR SOLAR's end users, all SOFAR SOLAR authorized Dealers or Distributors are requested to respond to your warranty claim. SOFAR SOLAR 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 SOFAR SOLAR for the following investigation:)

1) The fourth character in the serial number is "C", intended for Mainland China, warranty service offered by SOFAR SOLAR limit in Mainland China only. SOFAR SOLAR reserve all the right for the final explanation;
2) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by SOFAR SOLAR;
3) Changes have been made, or repairs been attempted by non SOFAR SOLAR technician, or series number or seals have been erased;
4) The Product has been installed or commissioned incorrectly;
5) You or another user have failed to comply with the safety regulations (VDE standards or equivalent);
6) The Product has been improperly stored and damaged while being stored by you, the Dealer or the end user;
7) The defect is a transport damage (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
8) You or another user have failed to follow any/all of the user manual, the installation guide and the maintenance regulations;
9) The device has been used improperly misused;
10) Insufficient ventilation of the device;
11) The maintenance procedures relating to the product have not been followed to an acceptable standard;

12) The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).
13) The damage is only cosmetic and has no impact on the functioning of the device

This factory warranty is without prejudice to your rights under statutory law, including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages.

All demands from or in connection with this factory warranty are subject to Chinese law, Shenzhen is the exclusive place of jurisdiction and all disputes arising from or in connection with this factory warranty should be submitted for arbitration to the South China International Economic and Trade Arbitration Commission.

EXTENTION OF WARRANTY PERIOD

For inverters you may apply for a warranty extension up to 24 months from the date of production from SOFAR SOLAR by providing the serial number of the unit. SOFAR SOLAR may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 15 or 20 years. For more details please refer to the Warranty Extension Order Form.

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

Latest information on the terms of warranty and local service hot-line can be obtained from our website: www.sofarsolar.com