



Office Address: 11th floor, Building 6, Skyworth Innovation Valley, No. 8 Tangtou No. 1 Road, Shiyan Street, Bao'an District, Shenzhen, P.R. China

Factory Address: Block D, BC Park, No.18, Xiusha Rd., Shatian, Kengzi Sub-district, Pingshan District, Shenzhen 518122, P.R. China

Website: www.senergytec.com **Tel:** (86)755-8524-5541 **Email:** salesglobal@senergytec.com

Warranty Statement

I Scope of Application

This warranty statement is solely applicable to the photovoltaic inverters and peripheral products (hereinafter collectively referred to as the "Products") sold by Shenzhen Senergy Technology Co., Ltd. in overseas markets. When there are clear and specific provisions regarding product warranties in the contract signed by both parties, the product warranty services shall be strictly implemented in accordance with the contract. If the contract does not cover or clearly define the relevant product warranty content, the warranty work shall be carried out in accordance with the provisions of this document.

II Product Warranty Commitment

- a. The Products shall be free from defects in design, materials, and manufacturing processes during the warranty period, ensuring stable and reliable operation
- b. The Products shall comply with applicable international industry standards, specifications, and regulatory requirements, such as VDE, UL, AS, etc.
- c. The Products are brand - new and unused, and do not contain any used components, guaranteeing the quality of the Products.
- d. The Products are free from mortgages, claims, creditor's rights disputes, or other rights restrictions, ensuring that the customer has full ownership of the Products.

III Warranty Period

- a. If the warranty period is clearly specified in the contract, it shall be implemented in accordance with the contract agreement.
- b. For Products without a clearly specified warranty period in the contract, the following standard warranty periods shall apply:



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- Photovoltaic inverters (including grid - tied inverters and energy storage inverters): 66 months from the date of production.
- Peripheral products (such as data collectors, related accessories, etc.): 30 months from the date of production.

Note: For Products provided by third - parties designated by the customer, the warranty liability shall be negotiated and determined by the customer and the third - party themselves. Our company shall not assume relevant warranty responsibilities.

IV Technical Support

- a. Our company has established an international service hotline and an online service platform, providing 7×24 response services to ensure that the customer's inquiries and issues can be promptly addressed.
- b. For technical issues, remote technical support services are provided. Through means such as telephone, email, and video conferencing, we assist the customer in quickly resolving problems and reducing equipment downtime.
- c. According to the customer's needs, remote technical training services are provided. The training content covers aspects such as product installation, commissioning, maintenance, and troubleshooting, helping the customer's technical personnel to improve their professional skills and enabling them to proficiently master the on - site service technologies related to the Products.

V RMA Service Procedure

- a. **Spare Unit Provision:** To meet the customer's after - sales needs, our company will provide free spare units to the customer along with the order, with the quantity of spare units being 1% of the quantity of the same - type Products in the order. If the order quantity is small and the number of spare units is less than 1% of the order quantity, the shortage will be accumulated and supplemented in subsequent orders. The ownership of the free spare units belongs to Shenzhen Senergy Technology Co., Ltd. These spare units are for the customer's use only and shall not be sold separately.



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b. Faulty Unit Replacement Procedure:

- When a Product fails within the warranty period, the customer is required to promptly report the inverter failure details (including the serial number, inverter model, and failure symptoms) to the service window.
- Engineers from Shenzhen Senergy Technology Co., Ltd. will verify the situation within 1 working day after receiving the failure report and provide RMA authorization.
- After obtaining the authorization, the customer can use the existing spare units for replacement and provide information about the replaced units (replacement time, serial number, model). The replacement unit will automatically assume the remaining warranty period of the failed Product.
- Both parties shall regularly confirm the RMA situation (it is agreed by both parties that, in principle, the interval shall not exceed two months). The customer has the responsibility and obligation to provide true and accurate RMA data to facilitate the timely and effective replenishment of spare units.

VI Warranty Limitation

The following causes of Product damage are not covered by our company's warranty:

- a. Damage to the Product after the warranty period has expired.
- b. Damage caused by improper transportation and delivery, such as improper handling, loading, and unloading that does not comply with the product packaging label requirements, or severe collisions and compressions during transportation.
- c. Damage caused by unauthorized opening of the product casing and internal operations by non - authorized personnel of our company.
- d. Damage caused by product installation that does not meet the requirements specified in the product manual, such as an installation environment that does not meet the standards or incorrect installation steps.
- e. Damage caused by unauthorized modification, testing, or repair of the Product without our company's written authorization, including modification of the hardware structure and software code.
- f. Damage caused by using the Product under environmental conditions beyond those specified in the product user manual, such as exceeding the specified temperature, humidity, or voltage range.





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- g. Damage caused by applying the Product beyond the scope specified by relevant international safety standards (such as VDE, UL, AS, etc.).
- h. Damage caused by force majeure factors, such as natural disasters (earthquakes, floods, fires, storms, lightning strikes, etc.), wars, strikes, government actions, etc.
- i. Engineering samples.

VII Warranty Extension

For Products that are out of warranty and damages that are not covered by the warranty, our company will, after reaching an agreement with the customer on a case - by - case basis, provide paid repair, replacement, and other services according to the customer's needs. The service fees and service contents will be determined according to the actual situation.

VIII Company Information

Company Name: Shenzhen Senergy Technology Co., Ltd.

Company Address: Room 1108, 11th floor, Building 6, Skyworth Innovation Valley, No.8 Tangtou No.1 Load, Shiyan street, Bao'an District, Shenzhen, P.R.China

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