Solenso Warranty Terms & Conditions

Solenso Electronic Materials Co.,LTD

This policy governs the exchange program for Solenso Micro-inverters (SG series), Data Transfer Unit (the "**DTU**" SLV) and AC Coupler (SoWave series) covered by Solenso's warranty (the "**Exchange Program**"). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Solenso may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

1.Warranty Claims

The standard warranty period for micro inverters is **15 years (with 25 years optional)**, DTU is **24 months** and AC Coupler is **60 months.**

PLEASE NOTE, THIS WARRANTY POLICY IS LIMITED TO THE SOLENSO MICRO-INVERTER, DTU AND AC COUPLER RANGE ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY SOLENSO WITH AI SOLENSO DEVICES PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

The warranty period commences from the date on which the device is commissioned by the installer or customer's agent.

The Warranty is applied to the original Solenso product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to devices installed by a suitably qualified professional. The warranty policy will be rendered invalid where devices are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact Solenso at info@solenso-global.com with the authorization email which includes the user-name and password from the previous owner.

Note: If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. Solenso will work directly with the installer to replace a faulty device if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

2.Limited Liability

Subject to the conditions set out below Solenso warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Solenso' warranty obligations:

a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding; social causes like war, turmoil, government intervention, strikes, embargoes, market conditions etc.)

b. Improper or noncompliant use.

c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).

d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow. e. Installation in a corrosive environment.
f. Damage during transportation.

g. Unauthorized repair attempts.

h. Unauthorized removal and reinstallation.

i. Normal appearance wears out, including discolor and scratch.

j. The defective has no impact on the power generation after two years since warranty affective date, including LED indicator failure.

k. Damaged caused by defects of other components from the solar system.

Furthermore, if the original identification marks (including trademark and serial number) of such product have been defected, altered, or removed, the limited warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. And the limited warranty does not extend beyond the original cost of the Solenso products.

This warranty does not extend to parts materials or equipment not manufactured by Solenso in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Solenso.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as Solenso is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

Solenso shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, and the remainder Warranty is more than (≥) 90 days (refer on the date that Solenso received the complaint), the remainder of the Warranty period will be transferred to the replacement product. If the remainder Warranty is less than (<) 90 days, the replacement product will cover by a 90 days' warranty count from the date that Solenso dispatch the replacement/repaired inverter. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

3.Product Repairing On-Site

If Solenso decides to repair the defective device on site (repair by Solenso or the technical engineer that authorized by Solenso), then Solenso will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. No other costs - including, but not limited to, transportation, inspissations, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, or the costs of third-parties that have not been authorized by Solenso.

4.Exchange Service

Any inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to Solenso for an exchange to be effected under this policy:

Inverter data including:

1. Product model.
2. Product serial number.
3. Failure code.
4. Failure comment.

DTU data including:

1. Product model.
2. Product serial number.
3. Failure comment.

AC coupler data including:

1. Product model.
2. Product serial number.
3. Failure comment.

Documentation including:

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. system schematic).
3. Documentation of previous claims/exchanges (if applicable).
4. RMA (Template will provide by Solenso service center).

Solenso reserves the right to refuse exchange requests where adequate information is not provided. To request the replacement of an inverter, you must contact the Solenso Service Department. E-mail: info@solenso-global.com

4.1.Labor Costs

Without Solenso's written authorization, customer shall not disassemble or repair defective products that need to be returned. If a distributor replaces defective equipment installed under the warranty conditions, Solenso will confirm the replacement and compensate the relevant distributor for labor costs €50 for the first unit and €25 for each subsequent unit.The total compensation shall not exceed €150 for installations ≤9kW and €250 for installations >9kW and ≤36kW.

5. Solenso Responsibility

Upon receipt of the required information listed in Section 4, and after attempts to correct the problem with the customer's assistance, Solenso will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. Solenso will dispatch a replacement inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter if it's required by Solenso. Solenso will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. Solenso reserves all rights to collect all allegedly faulty inverters if it's necessary. A qualified installer must be available for the inverter exchange and re commissioning.

6. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the Solenso Service Center in order to limit the return of non-faulty equipment. The Solenso Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further replacement unit, the installer must first contact the Solenso Service Center and fulfill the installer's responsibilities under Section 4 of this document.

During inspection by Solenso, if the allegedly faulty inverter is found by Solenso to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the inverter, a correctly issued, and a valid case number for the inverter (as provided by the Solenso Service Center). In all instances, the installer must send the required items to Solenso local warehouse or warehouse of local distributors.

7.Inspection Charge for devices Not Found Defective

If an allegedly faulty device is returned to Solenso pursuant to this Policy, and is found by Solenso to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, Solenso reserve the right to apply a flat-rate inspection charge of USD100 (outside of Europe) or EUR100 (Europe) per unit, plus shipping and packaging costs.

8. Device Replacement Procedure

Solenso must be provided with the relevant documentation as shown in Section 4. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

a) The installer must contact the Solenso Service Centre and supply the required information as shown in Section 4. As outlined in Section 6, the installer will liaise with Solenso Service Centre to try and find a solution without the need to exchange the device.

b) If the device is deemed faulty and is eligible for the Exchange Program, Solenso will raise and create a case number for the device and communicate this with the installer.

c) Solenso will dispatch a replacement device within 3 working days of the case number being created. The device will be shipped to the specified customer or installer location at Solenso' cost.

d) The installer will install the replacement device and use the packaging to repack the faulty device.

e) For the faulty device that required returned by Solenso, Solenso will cover the costs of collection and shipment of the faulty device back to Solenso as detailed in Section 5, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty device is not returned within 10 working days from receiving the replacement device, Solenso reserve the right to invoice the relevant installer/distributor for the cost of the device.

f) In Terms of missing defective device that is required return by Solenso, Solenso reserve the right to invoice the relevant installer/distributor with the value of 80% of FOB price.

9. Consumer Laws

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

10. Solenso Contact

Address: 4F.,No.56,Zili 5th St.,Zhongli Dist.,Taoyuan City 320,Taiwan,China

Email: info@solenso-global.com

Website: www.solenso-global.com