

## **GOODWE Warranty Terms and Conditions**

### **STANDARD WARRANTY**

GOODWE SS DS DT series inverters come standard with a manufacturer's warranty of 60 months (5 years) from the date of installation, but no more than 66 months (5.5 years) from the date of shipment from JIANGSU GOODWE POWER SUPPLY TECHNOLOGY Co., Ltd (hereinafter referred to as GOODWE).

The accessory products, include Antenna, EzBee and EzLogger come standard with a manufacturer's warranty of 24 months (2 years) from the date of installation, but no more than 30 months (2.5 years) from the date of shipment from GOODWE.

### **WARRANTY EXTENSION**

For inverters (GOODWE SS DS DT series), and the accessory products, the warranty can be extended with in 2 years term of the GOODWE warranty (but no more than 2.5 years from the data of shipment from GOODWE) by providing the serial number of the unit.

For inverters (GOODWE SS DS DT series) extended warranty can be purchased for 10, 15, 20 or 25 years.

For the accessory products(Antenna, EzBee and EzLogger) extended warranty can be purchased for 5 years,

More details please refer to the <GOODWE Warranty Extension Order Form>, which the purchaser could download from the website of GOODWE. .

Once the purchase of the warranty extension has been processed(the purchaser have paid for the extension order cost), GOODWE Service Center will send registered letter of the contract (sealed Order Form) , new warranty card and new label with new serial number to customer confirming the extended warranty period.

### **WARRANTY CONDITIONS**

If the inverter malfunctions or becomes inoperative due to a defect in workmanship or material under normal operation as specified in product instruction within warranty period, GOODWE will, at its option:

- A. Return to the factory for maintenance;
- B. Onsite maintenance;
- C. Products Replacement (if original model has stopped in production, GOODWE will provide a replacing device of equivalent value according to model and age.).

GOODWE offers a standard warranty period of 5 years for SS/DS/DT inverters and 2 years for Antenna/EzBee/EzLogger from the date on purchase invoice (additional provision will be subject to contract, the same below). If a device is replaced within the warranty period, the remaining warranty period is transferred to the replacement device. In any event, we provide a full one-year warranty on all replacement devices regardless of whether the original warranty is still valid. The replacement device is one equivalent type and age to the faulty device.

Warranty cards and purchase invoices should be properly kept for further warranty claim.

### **Procedure of Warranty**

As for products in accordance with warranty policy, basic information in warranty card must be provided, or customer should fill in the form of <Inverter information List >, which you can download from GOODWE website. Otherwise GOODWE has the right to deny the services; customer should be responsible for any losses caused by this.

- >GOODWE offers 7\*24 hours warranty services with its mature service system.
- >Service center receives call or email about the failure of the inverter,
- >Technician will handle the claim and assess the issue over the phone.
- >Technician will provide certain instruction regarding how to solve the issue according to the information provided by customers, such as restart inverters.
- >Should the problem still exist after following the instruction by the technician, we will contact our local workshop or partners (such as Distributors or Signed Contractors) for the replacement. Relative department send replacement inverter out (48 to 72 hours)
- >The faulty inverter after the replacement will be store in the warehouse of forwarder or GOODWE workshop or our distributor or our signed contractor. Once it reaches certain amount, we will arrange the delivery service at our cost.
- >The faulty inverters will be repaired in our factory back in the vicinity of the Office or in China. By complete the full test; these inverters will be sent to our workshop or our distributor or our signed contractor for the butter stock.

### **Warranty Exception**

The following exceptions are exclusive to this warranty:

- >Product warranty period is expired (excluding additional agreements of warranty extension).
- >Faults or damages due to operations against GOODWE instructions, installation and maintenance requirement. Such as mounting distance, air, waterproof plug.

- >Disassembly, repair or modification by non GoodWe authorized person.
- >Faults or damages due to unpredictability factors, man-made factors, or force majeure.
- >Product modified, design changed or parts replaced not approved by GOODWE.
- >Failure to comply with the safety regulations (VDE standards, etc.).
- >Faults or damages caused by other reasons not related to product quality problem.

### **SERVICE AFTER WARRANTY EXPIRATION**

For products which are out of warranty, GOODWE charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

- >On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- >Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- >Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- >Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to GOODWE or/and repaired products are sent from GOODWE to user.

### **Contract Information**

Global Service E-mail: [service@goodwe.com.cn](mailto:service@goodwe.com.cn)

Global Service hotline: +86 4009-281-333