

# SOFARSOLAR Factory Warranty Terms and Conditions for Europe

Version: 1.0, Updated 04.02.2021

## Applicable products

This Factory Warranty only applies to the following products, which are installed in European countries.

Product	Standard warranty period (months)
SOFAR 1100TL-G3 ... 3300TL-G3	120
SOFAR 3KTLM-G3 ... 6KTLM-G2	120
SOFAR 3.3KTL-X ... 12KTL-X	120
SOFAR 10000TL-G2 ... 15000TL-G2	120
SOFAR 20000TL-G2 ... 33000TL-G2	120
SOFAR 50000TL ... 70000TL-HV	120
SOFAR 1100TL-G3 ... 3300TL-G3	120
SOFAR 3KTLM-G3 ... 6KTLM-G2	120
SOFAR 3.3KTL-X ... 12KTL-X	120
SOFAR 10000TL-G2 ... 15000TL-G2	120
SOFAR 20000TL-G2 ... 33000TL-G2	120
SOFAR 50000TL ... 70000TL-HV	120
HYD 3000-ES ... 6000-ES	60
HYD 5KTL-3PH ... 20KTL-3PH	60
HYD 3000-ES ... 6000-ES	60
HYD 5KTL-3PH ... 20KTL-3PH	60
ME 3000SP	60

## Warranty Period

The standard warranty period for applicable SOFARSOLAR inverters is 60 months (5 years) for Battery/Hybrid Inverters and 120 months (10 years) for Solar Inverters from the date of purchase (see above list). Our end customer needs to provide the valid purchasing invoice to verify the date of purchase.

If our end customer fails to provide the valid purchasing invoice, the standard warranty period for SOFARSOLAR inverters is 66 months (5.5 years) for Battery/Hybrid Inverters, and 126 months (10.5 years) for Solar Inverters from the date of production (defined in the Serial number of the product) from Shenzhen SOFARSOLAR Co., Ltd.

Our end customer can also purchase an extension of this SOFARSOLAR standard warranty during 60 months from the date of manufacturing. Refer to the SOFARSOLAR price list for further information.

## Warranty Conditions

In the case of a faulty inverter during the agreed SOFARSOLAR warranty period, please report the defective inverter with a brief error description to our service hotline for registering and send your warranty card to our service department by fax/email to process the warranty claim. You may also contact your dealer (SOFARSOLAR authorized dealer or distributor) or installer if your unit is defective or faulty.

To make a claim under the warranty periods of SOFARSOLAR, you need to provide us the following information and documentation of the faulty inverter:

- Product Model (e.g. SOFAR 20000TL)
- product serial number (e.g. SC1ES520E99001)
- A copy of the valid purchasing invoice
- warranty card of the inverter
- Error messages on the LCD screen (if available)
- additional information about the fault/error
- Detailed information about the entire system (module, PV system diagram, etc.)
- Documentation of previous claims/exchanges (if applicable)

If an inverter is faulty while it is under SOFARSOLAR warranty period, it will be:

- Repaired by SOFARSOLAR, 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 warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by SOFARSOLAR. If the remaining warranty period is less than 6 months, you will automatically receive a 6-month warranty period for the replacement unit.

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

Faulty inverters and components should be returned to SOFARSOLAR, they must be packed in their original or equivalent packaging for transportation.

SOFARSOLAR keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services.

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

## **Scope of the Manufacturer Warranty**

To provide excellent Service to SOFARSOLAR's end users, all SOFARSOLAR authorized Dealers or Distributors are requested to respond to your warranty claim. SOFARSOLAR 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 situations will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SOFARSOLAR for the following investigation):

- 1) "Warranty Card" not being sent back to Distributor/Dealer or SOFARSOLAR
- 2) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by SOFARSOLAR
- 3) Changes have been made, or repairs been attempted by technician, without authorization from SOFARSOLAR, or serial number or seals have been removed
- 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 the dealer or the end user
- 7) The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly

to the 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 or 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 warranty is without prejudice to your rights under the 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 warranty are subject to Chinese law, Shenzhen is the exclusive place of jurisdiction and all disputes arising from or in connection with this warranty should be submitted for arbitration to the South China International Economic and Trade Arbitration Commission. This warranty is provided in addition to other rights and remedies held by a consumer at law.

## **Extension of the Warranty Period**

For SOFARSOLAR inverters you may apply for a warranty extension during 60 months from the date of production from SOFARSOLAR by providing the serial number and copy of the warranty card of the unit. SOFARSOLAR may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10, 15, 20 or 25 years. Refer to the Warranty Extension Order Form for more information.

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

Latest information about the warranty terms and conditions and local service hotline can be obtained from our website: [www.sofarsolar.com](http://www.sofarsolar.com)

## **Contact us**

You can directly contact our professional after-sales team:

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