

## **INVT Solar Warranty Terms and Conditions**

**-----For Europe**

### **Warranty Period**

INVT Solar technology (Shenzhen) Co., Ltd., (hereinafter referred to as “ INVT ”) warrants that, subject to exclusions and limitations set out below, the inverter and accessory that INVT provide shall be under warranty during the period of:

<b>No</b>	<b>Product Name</b>	<b>Standard Warranty Period</b>
1	Energy Storage Inverter	5 Years
2	On-grid Inverter	10 years
3	Off-grid Inverter	1 Year
4	Monitoring Module	5 Years (Wi-Fi and GPRS/4G Module)
5	Accessory Product	2 Years (AC waterproof connector, AC connector cover, RS485 connector, cooling fan etc.)

Starting from the earlier one of following two dates:

- The date on which the product was first installed.

- 6 months after the date of production.

**Please Note:** This warranty agreement is only provided to the original purchaser of the product from INVT (Purchaser), or the Purchaser is INVT accredited distributor, solar retailer or electrician (Installer)

**Only for inverters purchased from 01/01/2022 onwards will this on-grid inverter 10 years warranty agreement policy be applied.**

**Warranty exceptions:**

The following situation may cause device defect, but not covered by INVT warranty:

- (1) Damages incurred to the inverter due to mis-operations which are not in compliance with “Operation Manual”;
- (2) Damages incurred to the inverter due to the unauthorized repairing and reconstruction;
- (3) Damage incurred to the inverter due to mis-operations which are not in the standard application range;
- (4) The Product has been improperly stored and damaged while being stored by the Dealer or the end user

- (5) Abnormal aging or damage incurred to the inverter due to bad usage environment;
- (6) Damage incurred to the inverter due to earthquake, storm, fire, flood, thunder, abnormal voltage and other damage caused by the force majeure;
- (7) Damage or lost incurred to the inverter due to improper transportation (the customer can select the transportation, but our company can assist for the shipment procedures).

### **Out of warranty case**

Free maintain and repairing won't be given under the following circumstance :

- (1) The brand, trademark, serial number and name plate designated in the product have been changed or destroyed and cannot be read;
- (2) The customer did not pay at the Purchase and Sales Contract signed by both parties;
- (3) The customer concealed the mis-operation in installation, configuration, commissioning, maintenance and other procedures.

### **Warranty process**

If there is a problem other than the disclaimer during the use of the product, please follow the below channels to apply for the warranty:

INVT service email address: **[solar-service@invt.com.cn](mailto:solar-service@invt.com.cn)**. Customers can contact INVT service representative directly as well.

**Channel 1:**

- (1) Fill in the “service claim form” according to the contents of service claim form. Provide product model, serial number. System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating). Fault description (Error message or error code on LCD display. Pictures, or other fault information)
- (2) Prepare Copy of the invoice or warranty certificate for the inverter
- (3) Contact INVT Solar service staff or the authorized service agencies to explain product related issues along with filled “service claim form” (better to has pictures or videos while inverter faulty happening);
- (4) Waiting for solution from INVT solar service staff (the response time within 48hours on workday).

**Note:** INVT reverse the right to reject the warranty claims without the necessary information. In this case, it’s the customer to responsible for the

loss or any other consequence.

## **Channel 2: (On-line claim)**

- (1) Arrange technician or ender user to check the site and collecting inverter faulty information according to “service claim form” (better to has pictures or videos while inverter faulty happening).
- (2) Visit INVT solar service official website:  
**<https://service.invt-solar.com>** and click “on-line claim” link
- (3) Fill in the faulty inverter faulty information in “on-line claim” pages
- (4) Submit and Waiting for solution from INVT solar service staff (the response time within 24hours on workday).

## **Response time commitment**

- (1) Offer 365\*7\*24h remote technical support service.
- (2) Response in half an hour once received telephone inquiry from customer.  
Response in 1 hour once received inquiry via email or social media

communication apps from customer.

### **Spare parts supplement scheme**

(1) In accord with the sales record, INVT ensured a safe quantity of spare parts in each spare parts center. This helped us building a fast response of replacement requirement.

(2) With a safety level spare parts supplement, generally INVT can dispatch service replacement out in 2 working days.

(3) Once the agreed warranty period expired, INVT can still offer spare parts to customer, with a price not exceed the previous order price on the contract. Customers are eligible to order any product spare part from INVT.

We would offer spare part in a reasonable price to ensure a stable performance of INVT products.

### **Service provision:**

If a device becomes defective or fault that been confirmed by INVT service staff or authorized service agency during the standard INVT solar factory warranty period, one of the following services can be provided:

1. On-site service or remote technical support
2. Send spare part to customer site, and customer according to our instruction to change the spare part.
3. Return to closest INVT or authorized agency repairing center or warehouse to repair.
4. Change for a replacement device of equivalent value according to model and age. In this case, the remainder of the warranty entitlement will be transferred to the replacement device. In such an event, you do not receive another new standard warranty period, as your entitlement is documented at INVT. INVT or the authorized service agencies will inform replacement date within 2 working days. The defective device is to be packed in the original packaging materials for return to the closest office of INVT.

(INVT reserves the final interpretation right of the above standard warranty terms)

**INVT Solar Technology (Shenzhen) Co., Ltd.**

**[www.invt-solar.com](http://www.invt-solar.com)**

## INVT-Solar Service Claim Form

**Notice:** the items with \* mark must be filled in, otherwise, INVT service can not make the analysis and provide the support

INVT-Solar Service claim Form					
<b>Customer &amp; Solar site information</b>					
Customer Company name:		Inverter Model*:		Site Capacity(KW):	
Contacts Name:		Inverter Firmware version*:		Running safety code:	
Tel:		Inverter Series Number*:		Purchase date:	
Address:					
<b>Error Description &amp; Solution</b>					
Error code*:		Error status*:		Error date(From):	
Generated Power(Total KWH):		First installation date:		Running hours(Total):	
Input DC Voltage*:		Output AC Voltage( Each Phase)*:	R:      S:      T:		
AC frequency(HZ):		If problem can be solved by restart*:			
Solar panel configurations					
Faulty Overview					
Faulty Details discriptions *					
Tried Solution and Results *					
1.					
2.					
3.					
.....					
Spare parts required/need replaced					
1:			2:		
Plant name in Monitoring system ( If available )					
On-Site Pictures collection <small>(Important)</small>					
Such as: Solar panels, AC distruction box inside pictures, inverter pictures, cable connections pictures and so on.					

**Please return this form with information to us. Thank you!**