



Eversolar Grid-connected Inverter Warranty Conditions

Including Service, Repair and Change

1. Scope of provisions

1.1 These warranty conditions apply solely for the following Eversolar Grid-connected Inverters: Eversol TL2100, TL3200, TL4600, TL5400, TL1500AS, TL2000AS, TLC 12K, TLC 17K.

1.2 This declaration is hereby expressly drawn to the fact that the warranty conditions are without prejudice to warranty claims and rights afforded to the consumer under the contract of sale or work performance contract with the respective seller.

2. Definitions

Eversolar	Jiangsu Eversolar New Energy Co., LTD.
Standard warranty	5-year Warranty granted to the end user by Eversolar.
Extended warranty	Warranty granted to the end user by Eversolar extending beyond 5 years.
Replacement unit	Replacement unit is a unit supplied by Eversolar that is of at least equivalent standard to the defective unit. Under certain circumstances, the unit may have different dimensions or include different features.
Defect	A defect is deemed to have occurred where an inverter demonstrably fails to function properly.

3. Formation of Warranty Agreement

3.1 Formation of the warranty agreement occurs following successful purchase action from Eversolar. The warranty period starts from the date indicated in the purchasing invoice from Eversolar or from the date of delivery ex-work Eversolar Suzhou.

4. Warranty Period

4.1 The standard warranty period is 5 years from the date indicated in the purchasing invoice from Eversolar or from the date of delivery ex-work Eversolar Suzhou. During the warranty period, the costs for repair and replacement unit, which result from the defective devices will be covered Eversolar.

5. Extended Warranty

5.1 Within valid warranty period(except the last month before expiration of warranty period) from purchase of the Eversolar Grid-connected Inverter, an extended warranty in accordance with these conditions may be



acquired subject to charge for a period of 7 years (all Solar Inverters according to 1.1.), or 10 years. Charges for extended warranties are stated in the service price lists.

5.2 Following purchase, the extended warranty is evidenced by way of a warranty certificate, which will be sent to the customer by email, fax or post.

6. Scope of Warranty

6.1 Should a defect occasioned by Eversolar occur within the warranty period, at its own choice Eversolar will exclusively remedy the unit defect or supply a replacement unit without charge. With the existence of warranty claim this service is free.

6.2 This declaration does not give rise to any further claims, for example, compensation for costs resulting from installation or removal of the unit and compensation for consequential loss such as loss of turnover or earnings.

7. Validity of Warranty

7.1 In order to obtain the warranty service in time, following documentations of the defective inverter should be provided:

- A copy of the original invoice from the dealer or installer.
- A legible label showing the serial number and type of the inverter.

7.2 If the user is unable to provide above documentations, according to the factory warranty Eversolar will retain the executive decision to or not to or make charge for the repair of defective device.

8. Exclusion of Warranty

8.1 Claims under this warranty are precluded in the following instances:

1. Improper use of the Eversolar Grid Inverter
2. Interference, modification or attempted repairs to the unit or opening of the housing by persons not authorized by Eversolar
3. Unsuitable installation location
4. Force majeure, particularly lightening strike, water damage, vandalism, fire, surge, storm
5. Transportation or installation damage
6. Substandard, improper planning, installation, start-up or operation
7. Failure to observe pertinent regulations, standards or handbook instructions
8. Installation and operation of units in countries other than those stated in the scope of application
9. Defects for which Eversolar is not responsible
10. Non-defective units (determined by Eversolar during repair)

9. Process of Warranty Service

9.1 If a device becomes defective during the factory warranty period, the customers can contact the dealer or the installer directly. If the customers need to obtain the standard after-sales service by Eversolar, they should provide the following information:

- Serial number of the inverter
- A copy of the purchase invoice and a copy of the warranty card
- The error message of the inverter (if possible) or any information which would be helpful to determine the defect.
- The detailed information of the PV-System (including the technical data of the PV-modules, connecting methods, cabling and so on)

9.2 After receiving above information, Eversolar will decide how to proceed the after-sales service:

- Repair on-site, or
- Repair at Eversolar, or
- Offer replacement devices locally (before the establishment of the service office in Europe)

Before the establishment of the service office in Europe, Eversolar will offer the ODM-partner 5% replacement devices according to the order quantity. The offered replacement devices by one time should not surpass 20, meanwhile, we will insure that the ODM-partner has at least 10 replacement devices. With the unceasingly optimization of the devices, this quantity of the replacement devices will reduce, but we will inform the customer in advance, if we want to proceed the reduction. If a device becomes defective, the ODM-partner can offer the customer replacement devices.

- Offer the device for change directly from Eversolar Suzhou

If this device needs to be changed, Eversolar will offer the customer the same device. And the customer should send the device back to Eversolar. The inverter must be returned to Eversolar in the original packing materials or with packing providing equal protection.

In this case, the remainder of the warranty entitlement will be transferred to the changed device. So the customer will not receive a new certificate, as the entitlement is documented at Eversolar.

10. Service beyond the factory warranty period

10.1 When the Eversolar inverter beyond the factory warranty period, if the inverter needs to be repaired, the inverter should be returned to Eversolar in the original packing materials or packing providing equal protection. When Eversolar finished the repairment, the device will be sent to the customer in time.

10.2 The maximum cost:

- For repair of Eversol TL2100, TL3200, TL4600, TL5400 will not surpass 400 Euro,
- For Eversol TL1500AS, TL2000AS will not surpass 300 Euro,

- And for TLC 12K and TLC 17K will not surpass 800 Euro.

10.3 The expense for service process

Expense name	Expense division		
	Standard warranty period (5 years)		Beyond standard warranty period
	The first 2 years	The rest 3 years	After 5 years
The expense for installation and change	Eversolar	Eversolar	Customer
The transportation cost for replacement device	Eversolar	Customer	Customer
The transportation cost for the defective device	Eversolar	Customer	Customer
The packing for the defective device	Eversolar	Customer	Customer
The expense for repair at Eversolar(work hour)	Eversolar	Eversolar	Customer
The spare parts and materials for repair	Eversolar	Eversolar	Customer
The hot line for locale service	Eversolar	Eversolar	Customer
The travel expense for repair	Eversolar	Customer	Customer
The conformation and elimination of the fault	Eversolar	Eversolar	Customer