

GOODWE Limited Warranty

OVERVIEW

JIANGSU GOODWE POWER SUPPLY TECHNOLOGY Co., Ltd (hereinafter referred to as GOODWE) warrants that, subject to the exclusions and limitations set out below, the product GOODWE provides shall be in good working order during the period of

1. Five years *manufacturer's warranty to inverter products including NS, SS, XS, DNS, DS, DSS, DT, SDT, LVDT, MS, SMT, LVSMT, MT, LVMT, ES, ESA, EM, ET, EH, EHR, BH, BP, BT, SBP series.
2. Two years manufacturer's warranty to accessory product including Antenna, WIFI Kit, EzConverter, EzMeter, EzLogger, EzLogger Pro, Homekit, CT, SEC and SCB series.

starting from the earlier one of following two dates:

1. First time product installation date.
2. 6 months after production date.

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY?

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the inverter for you. If the claimant failed to get service from them, or NOT satisfy with their service, the claimant can escalate your service request by creating a service ticket and make a claim to GOODWE through <https://support.goodwe.com/portal/home>

Please note, to deliver a friendly and timely service, GOODWE is cooperating with lots of our distributors and installers all over the world. So please treat them as default service channel of GOODWE and use these service channels to make your warranty claim, GOODWE will give support and audit to our service channel to make sure we deliver a good service to our customers.

Upon contacting the local distributor, the following information might be used, please prepare them in advance.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. All defective product(s) information, including product(s) model(s), serial number(s), installation date and the failure date.
3. Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
4. Error message on LCD screen (if available) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable)

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant has the responsibility to grant the access, time, and safety of the inspection by technician from GOODWE or authorized third party company. GOODWE reserves the right not to enter the site should GOODWE technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and the product is found to have failure under the warranty, GOODWE shall, at its sole discretion to choose from

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product with a product that is brand new or refurbished but at least functionally equivalent to the original product, or upgraded model which has at least equivalent or upgraded function to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remain warranty period is less than one-year after the replacement, it will be extended to a full one-year warranty.
4. If it's proofed that the problem was caused by faulty installation, GOODWE reserves the right to contact the original installer to provide a solution to fix the issue before GOODWE's intervention and may charge the associated cost to the original installer if they failed to provide a proper solution to fix this issue.

All parts of the product or other equipment that GOODWE replace shall become GOODWE's property. If the product is found not to be covered by this Limited Warranty, GOODWE reserve the right to charge a handling fee. When repairing or replacing the product, GOODWE may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless there's some special/unique agreement between GOODWE and the customer, GOODWE standard warranty covers only the cost of hardware material to regain device working functionally.

Transportation costs: in some of the areas, GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation way up to a total amount (please contact GOODWE for the rate) per case. For the excess part of cost or costs generated by using any other transportation way, claimant needs to cover it. It is the responsibility of the claimant to contact GOODWE to organize the return of the allegedly defective product

back to GOODWE and we suggest to use the packaging material at same size to the product package of the originally purchase, products needs to be packed in reasonable condition. If the allegedly defective product not returned within 4 weeks after replacement unit being received by the claimant, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: in some of the areas or business cases, to encourage the claimant using the installer's facilities to fix the problem, GOODWE may at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under following conditions:

1. The rebate will be eligible ONLY to the party who has executed the allegedly defective product.
2. The allegedly defective product has been returned to GOODWE and deemed defective in workmanship or materials upon testing and inspection by GOODWE.
3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to attend on-site, GOODWE recommends the claimant to find a local electrician to execute the on-site service.
4. The service rebate must be claimed within 2 months from the date when the on-site service is authorized by GOODWE.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of PV system or loss of electricity power generating during the product downtime are NOT covered by GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause devices defective, it will NOT be covered by GOODWE's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Defects happened when the product warranty period is expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance against GOODWE instructions which was done by un-authorized installer.
4. Disassembly, repair or modified by non GOODWE authorized person/3rd party company. Product modified, design changed or parts replaced not approved by GOODWE.
5. Faults or damages due to unpredictability factors, man-made factors, or force majeure examples including but not limited to stormy weather, flood, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. For the products which equipped with the SPD module, when the lightening is beyond the SPD's protection range, it won't be able to protect the inverter and Goodwe limited warranty does NOT cover the inverter or accessory damage caused by such kind of big lightening.
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Usage which is failed to comply with the safety regulations (VDE, IEC, etc.).
9. Faults or damages caused by other reasons not related to product quality issues.
10. The rust appeared on device's enclosure caused by hash environment. Faults or damages caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
11. Accidents and external influences.
12. GOODWE's storage product matching with lead acid battery pack or any other lithium battery pack out of our compatible battery list. Please refer to below linage for the details of compatible battery pack list.
<https://en.goodwe.com/Public/Uploads/sersups/Approved%20Battery%20Options%20Statement-EN.pdf>

OUT OF WARRANTY CASE

For the defects happened after the warranty period expired or within the warranty period but falls into the warranty exceptions listed above, GOODWE call it out of warranty case. For all the out of warranty cases, GOODWE may charge an on-site service fee, parts, labor cost and logistic fee to customer which can be any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. 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.

GEOGRAPHICAL SCOPE

GOODWE Limited warranty terms and conditions only apply for the devices originally purchased from GOODWE authorized channels and installed in the defined destination within international market (China mainland, Hong Kong, Macao and Taiwan are excluded) unless there are specially stipulated warranty terms and conditions between GOODWE and direct purchaser. For the units which was sold for one country/region but installed in another country/region, the warranty will become invalid if there's no GOODWE's written confirmation/approval

prior to the installation.

LIMITATION OF GOODWE's LIABILITY

This limited warranty is end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose. However, this limited Warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s) GOODWE does not assume any liability for any loss of or damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

*manufacturer's warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may get some additional warranty promise (should be no less than manufacturer's warranty) which is provided by the local distributor of GOODWE, please check or claim this part to the local distributor if there is any. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of GOODWE limited warranty by visiting our global website via <https://en.goodwe.com/warranty.asp>

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are 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.

Australia local Contact Information

GoodWe Australia Pty. Ltd.

Address: Level 14, 380 St. Kilda Road, Melbourne, Victoria, 3004, Australia

Phone: +61(0)3 9918 3905

Email: service.au@goodwe.com

Australia Importer information

GoodWe Australia Pty. Ltd.

ERAC No.: E7318

GoodWe China Contact Information

Jiangsu GoodWe Power Supply Technology Co. LTD.

Address: No. 90 Zijin Rd., New District, Suzhou 215011 P.R. China

Phone: +86(0)512 6958 2201

Email: service@goodwe.com