



# Selenergy Solar Products Warranty

Sleenergy Technology (A.H.) CO., LTD. and Sleenergy Technology (HK) Limited (abbr. as "Sleenergy" ) provide the following limited warranty for customers who install Solar Products (abbr. as "Product" ).

# Purpose

The primary purpose of this warranty is to clearly define the matters related to the warranty policy of Slenergy Solar Products for foreign market.

# Slenergy Inverter Warranty and Service Conditions

Product model:

- Hybrid Inverter: SL3-8KLH-W; SL5-12KRH-W; SL3.6-6KLV-W
- Grid-connection inverter: SL3-15KRG-W; SL17-25KRG-W; SL30-50KRG-W;

## Warranty Period

Product	5 years	10 years
Hybrid Inverter: SL3-8KLH-W; SL5-12KRH-W		•
Hybrid Inverter: SL3.6-6KLV-W;	•	
Grid connection inverter: SL3-15KRG-W; SL17-25KRG-W; SL30-50KRG-W;	•	
Communication Device (WIFI/LAN/GPRS/4G module)	•	
Smart Meter (RMM, RMK,RMP, RML)	•	

Warranty starts from the 90th day from the date of the product shipment from Slenergy factory, or the installation date, whichever is earlier. Our customers can purchase extended warranty service from our sales or service team for their inverters within 24 months after the warranty is effective.

## Warranty Coverage

The obligations under the standard Slenergy Warranty apply to all customers. This “Warranty” applies to the devices and accessories purchased from Slenergy.

## Specification of Obligations

If the device fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the problem):

- Device model name and serial number.
- Purchasing receipt or invoice.
- Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.
- Battery system configuration information such as battery brand, battery type, battery connection method, battery voltage etc.
- Device fault message (incl. fault code, fault pictures, Indicator status) and other describable information of the fault.)
- Device historical fault information (if has).
- If a device becomes defective, Slenergy (at its sole discretion) will provide Remote Support or/and Replacement support.

### Remote Support

Remote Technical Support includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Slenergy products. And when we do the maintenance of the device, Slenergy may update or restart fails system.

### Replacement support

If the device fails or does not work due to technical defects or material problems during the warranty period, Slenergy will provide the replacement components or device.

This Slenergy Warranty covers the costs incurred for a replacement device of equivalent value in regard to product type, rated capacity class or age as well as its shipping and the return of the defective device between Slenergy factory and warehouse/factory of the customer.

In any case, the warranty claimant must accept a replacement device even if it has cosmetic defects that do not affect energy production or safety compliance. Slenergy will, at its sole discretion, use new and/or equivalent to new devices or parts in the original or improved design.

If the device is replaced in the warranty period, the remaining warranty of faulty devices will be automatically transferred to the newly replaced devices.

If there' s no damage found after checking the returned back product, Slenergy will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

Slenergy will send a replacement device that has an equal value to the warranty claimant or to a different delivery address communicated in advance by the warranty claimant. Provided the warranty claimant was trained by Slenergy to perform an assembly replacement independently, Slenergy reserves the right to send an assembly in place of a replacement device. As required by Slenergy, the warranty claimant must return the defective device or defective assembly at his own risk in a packaging that is suitable for its transportation to Slenergy factory or warehouse.

Slenergy will also retain ownership of an assembly/device until it receives the defective assembly/device. To improve the after-sale service, spare devices (new or repaired devices) are to be prepared, according to the order quantity, in advance and specified in the sales contract. The spare devices can be used for after-sale replacement only and cannot be sold without the written consent of Slenergy.

## Warranty Exclusions

Any circumstances disclosed in the list below are not covered by Slenergy warranty terms and conditions:

- Device warranty is expired (unless warranty extension agreements signed between each other).
- Damages or failures caused by using the components or firmware which are not from Slenergy.
- Damages or failures caused by operation, repair, disassembly or modification operated by non-authorized person.
- Damages or failures caused by the operation or using scope beyond the relevant national standards or industry standards and any installations or operations violated Slenergy specified installation circumstances.
- Deliberately ruin, make an indelible mark or steal etc.
- Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, overvoltage, lightning, fire and pests etc.
- Other not caused by Slenergy products quality damages.
- Damages occurred in transit.
- Use a third-party inverter or charger to charge the battery.
- Normal wear or aging, surface defects, dents or scratches.
- Defects of Product arise due to renewal of the national or regional laws or regulations.
- Accessories and consumable parts, including but not limited to cables, connectors and tools, are not covered by the warranties and services set out above.

## Product Applicability

The design of products covered by this Limited Warranty complies with the common safety standard. Slenergy respects local safety standards and regulations. As local safety standards and regulations vary according to different installation locations, Slenergy cannot guarantee that products meet all applicable requirements for each installation location. Customers shall be responsible for checking and verifying their corresponding national and local laws and regulations to ensure that the product will be purchased, shipped, installed and operated in compliance with local safety standards and laws before purchasing the product.

## Out of Warranty

In a warranty claim is reported which shows not to be valid, the costs incurred by Slenergy due to this non-applicability of warranty claim shall be covered by customer.

As for the service for the products out of warranty, Slenergy can provide certain after sales service to customer upon the request addressed to Slenergy, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by customer. For the avoidance of doubt, in no event will Slenergy be liable for the service out of warranty, and this Clause will not constitute the promise of Slenergy to provide such service out of warranty.

## Final Validity

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Slenergy expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Slenergy cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranties as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No staff of Slenergy is authorized to make any revision, extension or addition to the quality warranty.

The legality and enforceability of the remaining clauses herein shall not be affected or damaged if any of the clauses herein is adjudged to be illegal or unenforceable.

The rights mentioned in this Slenergy Limited Factory Warranty reflect the exclusive rights of the warranty claimant in accordance with this Slenergy Limited Factory Warranty. No other claims — including, but not limited to, claims for compensation for direct or indirect damage caused by the defective device, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits — are covered by the Slenergy Limited Factory Warranty.

If any provision of this Limited Warranty shall be declared void or unenforceable by any court and administrative body of competent jurisdiction, such provision shall be deemed to be amended to achieve as nearly as possible the same economic effect as the original provisions of this Warranty and the amended provisions and other provisions of this Warranty shall continue in full force and effect.

\*This-document-is-subject-to-the-final-signed-contract-version.

\*\*In-the-event-of a conflict-between English and other languages in-this-document, the English version shall prevail.

\*\*\*Slenergy reserves the final explanation rights of this warranty policy.