



INVT Solar Standard Warranty Terms And Conditions

Service Terms and Conditions:

INVT Solar technology (Shenzhen) Co., Ltd., (hereinafter referred to as “ INVT ”) gives the following limited Standard and Warranties against defects set out in these Terms and Conditions:

- 5 years warranty for Wi-Fi/GPRS monitoring module.
- 5 years warranty for BD series solar storage inverter.
- 5 years warranty for MG, BG, XG series solar grid-tied inverter.
- 1 year warranty for XN series solar off-grid inverter.

Generally, the standard warranty period valid from the date of installation, but no more than 6 months from the date of delivery from INVT factory.

Strictly according to the formal sales contract signed with INVT. If there is no sales contract signed, then this terms & Conditions document shall be in use.

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), who on-supplies the product to another party.

Warranty process

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

- 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)
- Prepare Copy of the invoice or warranty certificate for the inverter



Stock Code: SZ 002334

INVT Solar Technology (Shenzhen) Co., Ltd.

- 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);
- Waiting for solution from INVT solar service staff (the response time within 48 hours 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.

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:
- On-site service or remote technical support
- Send spare part to customer site, and customer according to our instruction to change the spare part.
- Return to closest INVT or authorized agency repairing center or warehouse to repair.
- Change for a replacement device of equivalent value according to model and age. In this case, the reminder 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. The defective device is to be packed in the original packaging materials for return to the closest office of INVT.

Transportation:

- INVT takes on the freight cost for products under warranty. Customers take on the custom clearance costs incurred.
- Customer takes on the freight cost and other sort of related cost for warranty expired or voided products.

Warranty Extension:

For INVT inverters, end customer may apply for a warranty extension within 12 months for grid-tied and energy storage inverter (hybrid) inverters from the date of delivery from INVT Solar by providing the serial number and copy of the warranty card of the product. INVT Solar may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10, 15, or 20 years. For more information, please consult with INVT Solar service department or sales.

Once the purchase of the warranty extension has been processed, INVT Solar will send the warranty extension certificate to the customer.

Warranty exceptions:

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

- Damages incurred to the inverter due to mis-operations which are not in compliance with “Operation Manual”;
- Damages incurred to the inverter due to the unauthorized repairing and reconstruction;
- Damage incurred to the inverter due to mis-operations which are not in the standard application range;
- The Product has been improperly stored and damaged while being stored by the Dealer or the end user
- Abnormal aging or damage incurred to the inverter due to bad usage environment;
- Damage incurred to the inverter due to earthquake, storm, fire, flood, thunder, abnormal voltage and other damage caused by the force majeure;
- Damage or lost incurred to the inverter due to improper transportation.

Further rights at law:

In addition to the warranty given by INVT, consumers have statutory warranty rights that will not be limited or replaced by this warranty.

Our goods come with guarantees that cannot be excluded under the Local 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.



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