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SolaX Power PV Inverters

Solax Power Warranty Terms & Conditions (UK & Ireland only)

This policy governs the exchange program for SolaX Power PV inverters ("**inverters**") covered by SolaX Power's warranty (the "**Exchange Program**"). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. SolaX Power may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

1. Warranty Claims

The standard warranty period is for inverters supplied in the UK is **120 months**.

PLEASE NOTE, THIS WARRANTY POLICY COVERS SOLAX INVERTERS ONLY. WHERE BATTERIES ARE SUPPLIED WITH A SOLAX INVERTER PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER. THIS WARRANTY IS LIMITED TO THE SOLAX INVERTER RANGE ONLY AND DOES NOT COVER ANY EXTERNAL OR ANCILLIARY PARTS.

The warranty period commences from the date on which the inverter is commissioned by the installer or customer's agent. An extended warranty period may be available for purchase within 36 months from commissioning for an **additional 120 months** (see Section 9 for information relating to the warranty extension). Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.

Please note: If you are a private end-user, please contact your installer in the first instance. SolaX Power will work directly with the installer to replace a faulty inverter if deemed eligible under the terms of the Exchange Program.

2. Limited Liability

Subject to the conditions set out below SolaX Power warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

8.1 In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by SolaX Power's warranty obligations:

a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)

b. Improper or noncompliant use

c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).

d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow

e. Installation in a corrosive environment

f. Damage during transportation

g. Unauthorized repair attempts

h. Failure to register the warranty as required under this policy (outlined in section 10)

8.2 This warranty does not extend to parts materials or equipment not manufactured by SolaX Power in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to SolaX Power.

8.3 SolaX Power shall be under no liability under the this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

3. Exchange Service

Any inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to SolaX Power in order for an exchange to be effected under this policy:

Inverter data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentation including:

1. Copy of original purchase invoice.
2. Valid warranty certificate
3. Detailed information about the entire systems (e.g. system schematic)
4. Documentation of previous claims/exchanges (if applicable)

SolaX Power reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of an inverter, you must contact the SolaX Power UK Service Center.

E-mail: support@solaxuk.co.uk

Call: 024 7658 6998 Monday to Friday from 9am to 5pm (excluding bank holidays).

4. SolaX Power Responsibility

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance, SolaX Power will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. SolaX Power will dispatch a replacement inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter. SolaX

Power will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. All allegedly faulty inverters must be returned within 10 (ten) working days of the receipt of the replacement inverter. A qualified installer must be available for the inverter exchange and re-commissioning. The replacement inverter will be covered by the original warranty terms of the faulty inverter for the remaining warranty period of the original (faulty) inverter.

5. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the SolaX Power UK Service Center in order to limit the return of non-faulty equipment. The SolaX Power UK Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement unit, the installer must first contact the SolaX Power UK Service Center and fulfill the installer's responsibilities under Section 3 of this document.

6. Compensation for Installer

If faulty equipment is exchanged by an installer within the warranty period, SolaX Power will make a onetime payment to the installer of £65.00 as compensation (payable for each site). In the course of inspection by SolaX Power, if the allegedly faulty inverter is found by SolaX Power to be ineligible for exchange under this policy, the compensation payment will not be made and the installer may be charged for the repair of the unit as noted in clause 7 below. In order to receive the compensation payment, the installer must provide proof of a valid warranty for the inverter, a correctly issued and fully completed invoice (as provided by SolaX Power with the replacement inverter), and a valid case number for the inverter (as provided by the SolaX Power UK Service Center). The installer must ensure the return of the suspect equipment prior to reimbursement from SolaX Power. In all instances, the installer must send these items to: SolaX Power Europe Ltd., Unit 10 Eastborough Fields, Hemdale Business Park, Nuneaton, CV11 6GL.

7. Inspection Charge for Inverters Not Found Defective

If an allegedly faulty Inverter is returned to SolaX Power pursuant to this Policy, and is found by SolaX Power to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, SolaX Power reserve the right to apply a flat-rate inspection charge for each Inverter of £65.00, plus shipping and packaging costs.

8. Inverter Replacement Procedure

SolaX Power must be provided with the relevant documentation as shown in Section 3. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

a. The installer must contact the SolaX Power UK Service Centre and supply the required information as shown in Section 3. As outlined in Section 5, the installer will liaise with SolaX Power UK Service Centre to try and find a solution without the need to exchange the inverter.

b. If the inverter is deemed faulty and is eligible for the Exchange Program, SolaX Power will raise and create a case number for the inverter and communicate this with the installer.

c. SolaX Power will dispatch a replacement inverter within 3 working days of the case number being created. The inverter will be shipped to the specified customer or installer location at SolaX Power's cost.

d. The installer will install the replacement inverter and use the packaging to repack the faulty inverter.

e. SolaX Power will cover the costs of collection and shipment of the faulty inverter back to SolaX Power as detailed in Section 4. The customer or installer must assist with this shipping. If the faulty inverter is not returned within 10 working days of receiving the replacement inverter installation, SolaX Power will invoice the relevant installer for the cost of the inverter.

f. SolaX Power will facilitate Section 6 of this document and pay the rebate to the installer.

9. Warranty Extension

The SolaX inverter range is eligible for a warranty extension of 120 months (taking the maximum warranty period to 20 years from the point of commissioning). The warranty extension is available for purchase up to 36 months from the commissioning date of the inverter.

10. Warranty Registration

It is a requirement that all inverters are registered in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Solax website (as specified on the registration certificate), at which point a full warranty certificate is issued. Warranties must be registered no more than six weeks following the date of commissioning. The information required at the point of registration is as follows:

i. Inverter model
ii. Inverter serial number
iii. Installation date
iv. Customer name
v. Installation post code
vi. Full installation address
vii. Name of installation company

In the case of extended warranties, in addition to the information required above, it is also necessary to enter a unique identifier found on the extended warranty registration certificate. Without this reference number it will only be possible to register the inverter for the standard 120 month warranty period.

Upon receipt of the registration request, SolaX will issue a full warranty certificate to the customer by email within seven working days.