

# **SUNOVA Series Hybrid inverter 10-Year Limited Warranty for Installation in Europe**

## **1. Service terms & conditions.**

(1) Product coverage: Including SUNOVA-S 3600D, SUNOVA-S 5000D, SUNOVA-S 6000D, SUNOVA-TL(5-12)K-EU-D, SUNOVA-TH(5-20)K-EU-D, SUNOVA-TH(29.9-50)K-EU-D.

(2) Country and Region coverage: the final installation site is in Europe.

(3) This Sunova Hybrid inverters Limited Warranty (“Limited Warranty”) covers defective products for a period of ten years beginning after the date of original purchase of the Product from Sunova (the “Warranty Period”). The warranty period is 10 years from the date of original purchase, and no more than 10 years and 6 months from the date of delivery from Sunova factory.

The Hybrid Inverter has cumulative Ten years' warranty period. If during the warranty period, is found defective, is found defective, the warranty shall be applicable as:

- a. Replacement of the inverter itself, including LCD and cooling fan, for a period of ten years.
- b. Spare parts cost and labor cost for repairing the inverter at the after-sales office.

Note: Logger, smart meter, external anti-reverse current CT and other accessories are not applicable to the ten-year warranty. The cost of dismantling and installing the inverter needs to be borne by the user.

## **2. A Product is defective if it is inoperable because of defects in material and workmanship, provided that Sunova, through inspection, establishes the existence of that defect (“Defective Product”).**

(1) During the ten years' warranty for all parts including labor charges Warranty Period, Sunova will, at its option, repair or replace the Defective Product free of charge, provided that Sunova through inspection establishes the existence of a defect that is covered by the Limited Warranty.

(2) Sunova will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Sunova reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Sunova repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement product.

for the remainder of the original Warranty Period or ninety (90) days from the date of Sunova's return shipment of the repaired or replacement product, whichever is later.

(3) During the ten years' warranty, the Limited Warranty covers both parts and labor necessary to repair the Defective Product, but does not include labor costs related to un-installing the Defective Product or re-installing the repaired or replacement product.

The Limited Warranty also covers the costs of shipping repaired or replacement product from Sunova, via a non-expedited freight carrier selected by Sunova, to locations within the Europe. The Limited Warranty does not cover, and Sunova will not be responsible for, shipping damage or damage caused by mishandling by the freight carrier and any such damage is the responsibility of the freight carrier.

### 3. Warranty of accessories

Category	Model/Description	Specifications and models
Output control equipment	CT/Meter	2 years
Monitoring device	Data logger	5 years
Monitoring system	/	2 years

Note: If warranty period was specified on sales order, then warranty period would obey to sales order.

### 4. To obtain service under this Limited Warranty, the holder of the Warranty must comply with the following items.

(1) Warranty claim: in general, serial number (S/N) must be provided in order to claim warranty. The warranty period is 10 years from the date of original purchase, and no more than 10 years and 6 months from the date of delivery from Sunova factory.

(2) Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

(3) Warranty commitment validity: strictly according to the formal sales contract signed with Sunova.

(4) Customers can contact Sunova via phone, fax, and email. Customers need to provide the following information for warranty claims:

(5) Product Model, Serial Number.

(6) System configuration details (Panels per string, grid voltage rating, grid frequency rating).

(7) Fault description (Error message, Pictures, or other fault information)

Note: Sunova reserves 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.

(8) Free warranty service is provided for products with a valid warranty. It's excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Sunova
- Transport damage
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of inverter.
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, overvoltage, storm, fire)

(9) For warranty invalid products, Sunova would charge for service fees for the service, example, spare parts cost, labor cost for products. Or according to maintenance contract, if there is maintenance contract signed.

(10) The above terms & conditions had described all responsibilities for products Sunova sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Sunova would not responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, Sunova's responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, Sunova would perform in accord with the law.

**5. This warranty policy applies to hybrid inverters with SN:  
2301XXXXXX(serial number) and later .**