

Deye Smart Device Warranty Terms and Conditions

1. Service terms & conditions

(1) Product coverage: Including Deye smart device, Deye monitoring device, Deye monitoring software.

(2) Country and Region coverage: all country and regions, including China Hong Kong special administration region, Macao special administration region, Taiwan, excluding mainland China ONLY.

(3) Warranty claim: in general, serial number(S/N must be provided in order to claim warranty. The warranty period is 5 years from the date of installation, and no more than 5 and half years from the date of delivery from Deye factory.

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

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

2. Deye service commitment

(1) The service hotline is +86-574-8622-8816/ +86-574-8622-8852, offering general inquiry, technical support, etc.

(2) Service email address: service@deye.com.cn. Customers can contact Deye service representative directly as well.

(3) Warranty period and service mode. We offer different service solutions for different product, see details on below table.

Category	Category	Warranty period	Service Mode	Remark
Smart Device	SUN-SMART-CT01, SUN-SMART-TX01, SUN-SMART-SWITCH01P3, SUN-SMART-PLUG01P1-F, SUN-EVSE11K01-EU-AC, SUN-EVSE22K01-EU-AC	5 years	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement
			Onsite service	

Note:

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

3.Response time commitment

3.1 Remote technical support service

(1) Provide remote technical support services, including timely communication tools such as what's up.

3.2 Field service response

If there is field service obligation in contract, Deye will respond according to the contract.

3.3 Spare parts supplement scheme

(1)In according with the sales record, Deye ensured a proper quantity of spare parts in each spare parts center. This helped us building a fast response of replacement requirement.

(2)Once the agreed warranty period (5 years standard factory warranty, or extension warranty) expired, Deye can still offer spare parts to customer, with a price not exceed the previous order price on the contract. Customers are eligible to order any spare part product from Deye. We would offer spare part in a reasonable price to ensure a stable performance of Deye products.

(3)If Deye is going to cease production of a product, or accessory, Deye would inform the direct purchaser formally with at least 6 months leading time.

4.Freight cost

(1) when the inverter is damaged since its quality defects: if the inverter is in China, Deye will be responsible for the freight. If the inverter is outside the Chinese Mainland and the spare parts will be transported to the customs of the destination country, the customer needs to pay the customs clearance fee themselves, as well as the shipping cost from customs to the customer's company. Deye only sends the spare parts.

(2) If it is not a product quality issue, the customer needs to bear the transportation and customs clearance costs as well as the expenses incurred for repairs.

5. Other important notice

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

1) Product Model, Serial Number.

2) System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating).

3) Fault description (Error message or error code on LCD display. Pictures, or other fault information)

Note: Deye 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.

(2) 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 Deye
- 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)

- Single inverter: Leave at least 50cm of heat dissipation space around (below 20kW);
- High power models (above 20kW): air intake on both sides, leaving at least 80cm;
- Parallel installation of multiple units: Avoid stacking them up and down. It is recommended to install them in a cross or straight shape with a spacing of no less than 300mm.

Reserve sufficient heat dissipation space around the inverter to avoid a decrease in power generation or an increase in failure rate due to high temperatures. If overheating protection or component aging occurs due to insufficient installation space, it is considered a violation of installation specifications and is not covered by the warranty.

For warranty invalid products, Deye 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.

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

(5) OEM products are not applicable with this warranty terms & conditions. Warranty for OEM product should comply with the contract.

Note: Deye inverter needs to be installed on an immovable hard wall.

If Deye hybrid inverters are sold and installed in the United States, Canada, Puerto Rico and Mexico, Deye won't support the warranty.

If there are subsequent changes to the warranty, Deye has no obligation to disclose the modified content proactively.

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