

## Sunways Warranty Terms & Conditions

### I. Manufacturer's Warranty Terms

**Warranty period:** Ningbo Sunways technologies Co., Ltd. (hereinafter referred to as Sunways) **STH-4K~12KTL-HT series hybrid inverters** come with a manufacturer's warranty of 10 years, where first 5 years consider as standard warranty and second 5 years consider as products warranty.

Manufacturer's warranty of Inverters starting from the earlier date between the following two dates: 1) first installation date; 2) 6-month after the shipment dispatch from Sunways factory.

Accessories (WiFi module, GPRS module, LAN module, Datalogger, CT and Meter) come with a manufacturer's standard warranty of 2 years under the same conditions.

**Standard Warranty:** Repair, Replacement & logistics fees are carried by Sunways.

**Products Warranty:** Repair, Replacement are carried by Sunways and logistics fees are carried by clients.

**Scope of application:** This warranty terms apply to the inverters and accessories which purchased from Sunways.

**Geographical scope:** The Sunways Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by Sunways **Memodo GmbH at Eichenstraße 11 a-d 85445 Oberding Deutschland with VAT Nr. of DE318463541** and installed in the destination defined within the Czech Republic and Slovakia market, unless there are specially stipulated warranty terms and conditions between Sunways and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Sunways does not provide written confirmation/approval prior to the installation.

**Extended warranty:** Our customers can purchase extended products warranty service from our sales or service team for their inverters within 24 months after the warranty is effective.

**Warranty certificates:** Please keep the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required

## II. Warranty Policies

1. If the machine fails or does not work due to technical defects or material problems during the warranty period, please contact our company either by call at number +86 400-9922-958 or by email at [service@sunways-tech.com](mailto:service@sunways-tech.com) to claim.

According to the Sunways warranty terms and conditions, if the machine fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the machine problem):

- 1) Inverter model name and serial number.
- 2) Purchasing receipt or invoice.
- 3) Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.
- 4) Inverter fault message (incl. fault code, fault pictures) and other describable information of the fault.
- 5) Inverter historical fault information (if has).

2. If the machine fails or does not work due to technical defects or material problems during the warranty period, Sunways will provide the following supports according to the actual situation:

- 1) Online support.
- 2) Return to Sunways for repairing.
- 3) Repair on-site.
- 4) Replace the components or inverter (for the inverter which stopped producing, Sunways will offer you an equivalent inverter as replacement).

**Note: If the machine is replaced in the warranty period, the remaining warranty of faulty machine will be automatically transferred to the new replaced machine. The machine must be packed in its original packaging or equivalent packing if it's requested to return to a designated place.**

## III. Warranty Exceptions

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

- 1) Machine without any Sunways Mark.
- 2) Machine warranty is expired (unless warranty extension agreements signed between each other).
- 3) Damages or failures caused by using the components or firmware which are

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📍 No. 1, Second Road, Green Industrial Zone, Chongshou Town, CiXi City, ZheJiang Province, China

not from Sunways.

- 4) Damages or failures caused by operation, repair, disassembly or modification which operated by non-authorized person.
- 5) Damages or failures caused by the operation or using scope beyond the relevant national standards or industrial standards and any installations or operations violated Sunways specified installation circumstances.
- 6) Deliberately ruin, make indelible mark or steal etc.
- 7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, lightening, fire and pests etc.
- 8) Other not caused by Sunways products quality damages.
- 9) Damages occurred in transit.

If the above situations happened, and customer requires maintenance services for failed machine, we can provide paid services after being judged by the relevant service team, and the specific cost shall be based on the actual accounting.

#### **IV. Paid Service**

For the machines which are not within the warranty period or are exempted from warranty, Sunways can provide paid maintenance services and the expense includes but not limited to one or several of the following:

- 1) On-site service expense: engineer travel expense, repairing and commissioning expense etc.
- 2) Material cost: the cost of the components which used for repairing machine.
- 3) Freight: the freight of the machine to and from the installation place.

#### **V. Other Important Matters**

1. The above clauses stipulated the liability all the products we sold and replaced the other express or implied guarantees, without written confirmation, Sunways doesn't assume any liability beyond above clauses.
2. In the event that machine fails to operate properly, the company's liability to the user is limited to repair and replace the machine in accordance with the above clauses. In addition, there's no more other responsibilities or obligations.
3. If any clauses in above are considered to be contrary of the applicable law, we will implement it in accordance with the law and the other clauses are still effective.

**Serial Number (SN)** of Sunways Inverters that comply this Terms & Conditions-

No	SN	No	SN	No	SN
1	1112200117330043	41	111220010813004A	81	111220012133004A
2	111220012123004A	42	111220010793004A	82	111220010843004A
3	111220012113004A	43	111220012393004A	83	111220012913004A
4	111220012713004A	44	111220012223004A	84	111220012013004A
5	111220012733004A	45	111220012143004A	85	111220012473004A
6	111220012663004A	46	111220011183004A	86	111220012283004A
7	111220011783004A	47	111220011163004A	87	111220012323004A
8	111220010873004A	48	111220012203004A	88	111220012303004A
9	111220010923004A	49	111220010663004A	89	111220012263004A
10	111220010953004A	50	111220010683004A	90	111220011633004A
11	111220010933004A	51	111220011543004A	91	111220010643004A
12	111220010913004A	52	111220012613004A	92	111220011843004A
13	111220011063004A	53	111220010903004A	93	111220010603004A
14	111220012673004A	54	111220010833004A	94	111220010653004A
15	111220012693004A	55	111220012413004A	95	111220010703004A
16	111220012683004A	56	111220012553004A	96	111220010733004A
17	111220012893004A	57	111220012593004A	97	111220010633004A
18	111220010973004A	58	111220012723004A	98	111220011643004A
19	111220010943004A	59	111220010863004A	99	111220012293004A
20	111220011123004A	60	111220011133004A	100	111220011883004A
21	111220011073004A	61	111220011223004A	101	111220011153004A
22	111220011093004A	62	111220011553004A	102	111220011993004A
23	111220011103004A	63	111220011593004A	103	111220012313004A
24	111220011143004A	64	111220011193004A	104	111220012273004A
25	111220010963004A	65	111220011563004A	105	111220011653004A
26	111220010783004A	66	111220011573004A	106	111220010583004A
27	111220010593004A	67	111220012563004A	107	111220010713004A
28	111220010613004A	68	111220012573004A	108	111220011463004A
29	111220010763004A	69	111220012703004A	109	111220012823004A
30	111220012903004A	70	111220012173004A	110	111220011523004A
31	111220012923004A	71	111220012153004A	111	111220011483004A
32	111220010743004A	72	111220011013004A	112	111220012843004A
33	111220010753004A	73	111220010983004A	113	111220011023004A
34	111220012493004A	74	111220012163004A	114	111220011933004A
35	111220011833004A	75	111220010623004A	115	111220011903004A
36	111220011613004A	76	111220012063004A	116	111220011913004A
37	111220012193004A	77	111220011003004A	117	111220012353004A
38	111220012243004A	78	111220010993004A	118	111220011793004A
39	111220010773004A	79	111220012443004A	119	111220011963004A
40	111220010803004A	80	111220010723004A	120	111220011343004A

No	SN	No	SN	No	SN
121	111220011923004A	161	111220011433004A	201	111220011173004A
122	111220011383004A	162	111220011443004A	202	111220011203004A
123	111220011893004A	163	111220011673004A	203	111220012253004A
124	111220011863004A	164	111220011683004A	204	111220011213004A
125	111220011873004A	165	111220011423004A	205	111220011603004A
126	111220012363004A	166	111220011403004A	206	111220011583004A
127	111220011353004A	167	111220012963004A	207	111220012483004A
128	111220011373004A	168	111220012953004A	208	111220012433004A
129	111220012383004A	169	111220010893004A	209	111220012453004A
130	111220012583004A	170	111220011393004A	210	111220012423004A
131	111220011713004A	171	111220012943004A	211	111220012023004A
132	111220011773004A	172	111220012373004A	212	111220012463004A
133	111220011283004A	173	111220012803004A	213	111220011853004A
134	111220011293004A	174	111220012403004A	214	111220011803004A
135	111220011703004A	175	111220011413004A	215	111220011253004A
136	111220011723004A	176	111220011663004A	216	111220011243004A
137	111220011313004A	177	111220012743004A	217	111220011273004A
138	111220011813004A	178	111220012773004A	218	111220012033004A
139	111220011823004A	179	111220012753004A	219	111220011233004A
140	111220012103004A	180	111220012533004A	220	111220012053004A
141	111220012093004A	181	111220012523004A	221	111220011263004A
142	111220012083004A	182	111220012543004A	222	111220012043004A
143	111220012343004A	183	111220012783004A	223	111220012213004A
144	111220011333004A	184	111220012813004A	224	111220012233004A
145	111220012623004A	185	111220012793004A	225	111220012933004A
146	111220012603004A	186	111220012763004A	226	111220010693004A
147	111220011763004A	187	111220012513004A	227	111220010673004A
148	111220011753004A	188	111220012503004A	228	111220012183004A
149	111220011743004A	189	111220011513004A		
150	111220012653004A	190	111220012833004A		
151	111220012633004A	191	111220012853004A		
152	111220011733004A	192	111220012863004A		
153	111220011363004A	193	111220012883004A		
154	111220012073004A	194	111220011503004A		
155	111220011303004A	195	111220011473004A		
156	111220011323004A	196	111220011453004A		
157	111220012003004A	197	111220011983004A		
158	111220011943004A	198	111220012333004A		
159	111220011953004A	199	111220012873004A		
160	111220011973004A	200	111220011493004A		

