

# Samil Power Warranty Terms and Conditions

## FACTORY WARRANTY

The factory warranty period for the SolarPond Series inverters covers defects in workmanship and materials for a period of 12.5 years from the date of production from Samil Power Co, Ltd. No.6 Xuefengshan Road, Suyu District, Suqian, Jiangsu Province, 214174 P.R.C.

## WARRANTY CONDITIONS

In case of a faulty inverter during the agreed Samil Power limited factory warranty period, please report defective inverters with a brief error description to our service hotline for logging and send your warranty claim form to our service department by fax/email to process the warranty claim if you use the inverter for purposes of your self-employed business or professional activity. You may also contact your specific dealer or installer if your unit is defective or faulty.

If you are a private end-user, please contact your installer, or any Samil Power authorized Dealer or Distributor.

If local troubleshooting is not successful and to make a claim under the limited warranty terms of Samil Power, you will need to supply the following information and documentation regarding the faulty inverter:

- Product Model No. (e.g. SolarPond 240 HF) and serial number (e.g.S3310C4005).
- proof of purchase and warranty certificate for the inverter.
- detailed description of the defect
- Documentation of previous claims/exchanges (if applicable).
- shipping address for the repaired or replacement inverter

For return transportation, inverters or components must be packaged in their original or equivalent packaging.

When the replacement inverter arrives, please place the faulty inverter into the same shipping box, apply a shipping tag and drop off the carton at a convenient shipping location.

If the “faulty” inverter turns out as NTF (no trouble found) after Samil Power’s troubleshooting and testing, the customer will be charged with a \$200 handling fee.

During the limited warranty period, Samil Power will, at it’s own discretion repair or replace the defective inverter free of charge, assuming that the defect was identified by Samil Power and is covered by the limited warranty.

If Samil Power repairs or replaces a defect inverter, the limited warranty continues on the repaired or replaced inverter for the remainder of the original warranty period or ninety (90) days from the date of Samil Power’s shipment of the repaired or exchanged inverter, whatever is later.

The limited warranty covers the cost to Samil Power for work and material necessary to regain faultless functioning but does not include labor cost related to un-install the defect inverter or re-installing the repaired or replacement inverter. The limited warranty also covers the cost of shipping the repaired or the replacement inverter from Samil Power via a non-expedited forwarding agent selected by Samil Power to locations within the countries of Samil Power's subsidiaries but not to other locations. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by this factor warranty.

Samil Power keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works.

All warranty services are free of charge only if the course of action is agreed with Samil Power in advance.

## SCOPE OF THE Limited MANUFACTURER WARRANTY

Samil Power will repair or replace any products or parts of the product during the limited warranty period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the limited manufacturer's warranty:

- "Warranty Claim Form" not being sent back to Distributor/Dealer or Samil Power;
- The Product has been modified, its design has been changed or parts have been replaced by parts not approved by Samil Power;
- Changes have been made, or repairs been attempted by non Samil Power technician, or serial number or seals have been erased;
- The Product has been installed or commissioned incorrectly;
- You or another user have failed to comply with the safety regulations (VDE standards or equivalent);
- The Product has been improperly stored and damaged while being stored by you, the Dealer or the end user;
- The defect is a transport damage (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to shipping company/insurance company as soon as the container/package is unloaded and such damage is identified;
- You or another user have failed to follow any/all of the user manual, the installation guide and the maintenance regulations;
- The device has been improperly misused;
- The maintenance procedures relating to the product have not been followed to an acceptable standard;
- The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).
- The damage is only cosmetic and has no impact on the functioning of the device

This limited factory warranty is without prejudice to your rights under statutory law, including but not limited to warranty rights in relation to the seller, i.e., if applicable rectification, reduction of the price, rescission of the sale and damages.

The limited warranty does not extend beyond the original cost of the Samil Power Solar Pond inverter.

All demands from or in connection with this factory warranty are subject to Chinese law, Shanghai is the exclusive place of jurisdiction and all disputes arising from or in connection with this factory warranty should be submitted for arbitration to the China International Economic and Trade Arbitration Commission.

Latest information on the terms of warranty and local service hotline can be obtained from our website: [www.samilpower.com](http://www.samilpower.com)