Deye SUN Series inverter 10-Year Limited Warranty for Installation in Australia and New Zealand

1. The Deye inverter (the “Product”) supplied by. NINGBO DEYE INVERTER TECHNOLOGY Co.,LTD (“Deye”) is designed to withstand normal operating conditions when used for its originally intended purpose in compliance with the Deye inverters User Manual supplied with the system.
(1) Hybrid inverter coverage: SUN-(3-8)K-SG04LP1-AU, SUN-8K-SG05LP1-AU, SUN-(12-16)K-SG01LP1-AU, SUN-(5-12)K-SG04LP3-AU, SUN-(5-25)K-SG01HP3-AU-AM2, SUN-(29.9-35)K-SG01HP3-AU-BM3, SUN-(40-50)K-SG01HP3-AU-BM4.

String inverter coverage: SUN- (3.6-6) K-G04-AU, SUN- (3-25)K-G05-AU.

(2) Country and Region coverage: the final installation site is in Australia and New Zealand.

(3) This Deye 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 Deye (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 Deye factory.

(4) The Inverter has cumulative ten-year warranty period.If during the warranty period, is found defective, the warranty shall be applicable as:

a. The first five-year warranty for all parts including labor charges;
b. The second five-year warranty components excluding labor charges and LCD, FAN component/part installed on it thereby, shipments, direct and indirect labor costs of inverter owner, installer or any third-party, on-site labor costs, taxes and duties.

Category	Model/Description	Warranty period
PV on-grid inverter	SUN- 3K-G05-AU, SUN- 4K-G05-AU, SUN-5K-G05-AU, SUN-6K-G05-AU, SUN-7K-G05-AU, SUN-8K-G05-AU, SUN-9K-G05-AU, SUN-10K-G05-AU, SUN-12K-G05-AU, SUN-15K-G05-AU, SUN-18K-G05-AU, SUN-20K-G05-AU, SUN-25K-G05-AU	10 years
Hybrid inverter	SUN- (3-8) K-SG04LP1-AU， SUN-8K-SG05LP1-AU， SUN- (12-16) K- SG01LP1-AU， SUN- (5-12) K-SG04LP3-AU， SUN- (5-25) K-SG01HP3-AU-AM2，SUN- (29.9-35) K-SG01HP3-AU-BM3， SUN- (40-50) K-SG01HP3-AU-BM4	10 years

Category	Model/Description	Warranty period
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.

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

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

(2) During the second five-year warranty for all parts excluding LCD, Fan and labor charges Warranty Period, Deye will, at its option, repair or replace the Defective Product free of charge, provided that Deye through inspection establishes the existence of a defect that is covered by the Limited Warranty.

(3) Deye will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Deye reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Deye 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 Deye' s return shipment of the repaired or replacement product, whichever is later.

(4) During the first five 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 reinstalling the repaired or replacement product. During the second five years warranty, the Limited Warranty covers all parts excluding LCD, Fan and labor cost necessary to repair the Defective Product, and 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 Deye, via a non-expedited freight carrier selected by Deye, to locations within the Australia and New Zealand. The Limited Warranty does not cover, and Deye 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. 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 Deye 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 Deye.

(4) Customers can contact Deye 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: Deye reverses 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 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)

(9) 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.

(10) The above terms & conditions 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 service replace and service repair according to the warranty terms & conditions, no further assur ance, obligation, or responsibility. If specified by law, Deye would perform in accord with the law.

4. This warranty policy applies to inverters with SN: 2311XXXXXX(serial number) and later.

5. HOW TO CLAIM
Following shall be procedure for claiming warranty: At time of claiming warranty. The buyer/user shall contact seller and provide:
• Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
• Invoice for the procurement of the Product;
• Information regarding all defective product(s), including product(s) model(s), Product serial number(s), initial installation date and failure date. Please make the claim within one month from the failure date, otherwise DEYE will treat it as you have abandoned the right to make a warranty claim.
• Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity. Error message on LCD screen (if applicable) and additional information regarding the fault/error.

• Seller may require buyer to complete root analysis testing of the product to provide evidence supporting the claim.

After the claim, final verification of the claim will be made by Deye.The seller reserves the right to refuse exchange requests where adequate information is not provided.

1. For replacement and claiming warranty, the seller can be contacted at Email: service@deye.com.cn.

2. In case of any dispute with Seller/Deye' s verification of the claim, the Product should be approved by Deye and reseller then to be evaluated by a Certified 3rd Party Testing Company. In such cases, the buyer shall bear the expenses of any 3rd Party Evaluation Service charges. (If the claim of buyer is proved valid, Deye will be responsible for the bearing all the testing charges).

3. In case of Non-availability of any particular product while claiming warranty, Deye may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent/similar functions and performance.

4. It is also made clear that replacement of the battery, components or products may not be brand new but with same quality and specifications as compliant/equivalent with the claimed product specifications.

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