

10 Year Extended Warranty

WARRANTY AGREEMENT TERMS AND CONDITIONS

This document lays down the Limited Warranty Agreement (“**Warranty**”) of the sales of Deye Inverter along with Deye Lithium-Ion Battery, VOLTA PRO & VOLTA S-SERIES, LEMOEN, CYCLONE, SHOTO & DYNESS Battery with Accessory Components (“**Inverter**” and “**Battery**” collectively as “**Products**”) by Deye Ltd (“**Seller**”) regarding your (“**Buyer**”) purchase of the afore-mentioned products for a period of ten years from the date of purchase thereby: The agreement is subject to the conditions described below. Deye Ltd are not obliged to notify any Buyer, or future Buyer, after a certain date about any possible amendments or the non-applicability of this limited warranty regarding the supplied products (hereinafter referred to as the “**Products**”). This warranty only applies to a sales agreement between the “**Seller**” and the “**Buyer**” in instant case. By making purchase of the “**Products**”, it would be deemed that the “**Buyer**” also accepts the terms of this Warranty Agreement in totality.

1. PURPOSE

The primary purpose of this Warranty Agreement is to clearly define and lay down the terms and conditions related to the sale and warranty policy of the “**Products**” purchased by the “**Buyer**” from the “**Seller**”.

2. BATTERY WARRANTY

The parties agree that if any Product is found defective during the Warranty period, the Product shall be repaired or replaced at the discretion of the **Seller**. The battery shall have the following warranties:

- A.** Battery BMS is guaranteed for Five (5) Years;
- B.** DEYE ESS warrants that the product will (i) maintain seventy percent (70%) of its Usable Energy within Ten (10) Years from the Warranty Start Date; or (ii) reach the Minimum Throughput Energy, whichever occurs first;
- C.** If, after Five (5) Years, a Battery Cell is found to be faulty, the Battery Cell will be replaced free of charge (excluding any labour charges).

3. INVERTER WARRANTY

The parties agree that the Inverter has a cumulative Ten (10) Year Warranty period. If the Inverter is found to be defective during the Warranty period; the Warranty shall be applicable as follows:

- A. Standard Five (5) Year Warranty for all parts including labour charges;
- B. Additional Five (5) Year Warranty on all major components, excluding labour charges and LCD components or parts installed on it.

Special Conditions of Product Warranty

The Warranty in respect of the Products shall only be applicable, if and only when the Product:

- is purchased from Deye Ltd or an **Authorized Distributor** in the Territory;
- the Product bears the original Deye serial number;
- is installed with an approved Battery module in the Territory;
- is installed by qualified personnel in the correct manner;
- is installed, operated and maintained in accordance with the Product Instructions;
- is being used on a daily cycle basis and only for energy storage system (Cycle life per year must be below 700 Cycles);
- The Battery kWh to Inverter kW ratio must be **2:1**

Proviso

The Warranty shall become inapplicable if the defect in, or failure of the Product's performance is attributable to the **Buyer's / End User's** misuse, abuse, accident or non-observance of the Product's instructions and manuals.

4. GENERAL TERMS AND CONDITIONS OF WARRANTY

By virtue of this agreement, the Products manufactured and supplied by Deye Ltd are given Warranty against material and manufacturing faults during the duration of the Warranty period, subject to following general terms and conditions:

- The Product must be purchased and installed within the following Territory: **South Africa**;
- The Product must be correctly installed and commissioned in accordance with the installation instructions / manuals of the Product; and the installation must meet the requirements of the Benchmark initiatives;
- The Warranty period will commence from date of purchase of the product;
- The Product would be fit for claiming Warranty

5. CONDITIONS FOR CLAIMING WARRANTY

Following are the necessary conditions for the Product to be Warranty compliant; and eligible for Warranty claims, from the **Seller** and authorized **Reseller**:

- A.** The Product is made only for efficient usage in domestic and light commercial purposes, (Light commercial means and includes a semi domestic / commercial environment including hair salons, small shops, pubs etc.), hence, it must be used accordingly;
- B.** For the Product to be Warranty compliant, it must be used, kept and maintained in accordance with the Seller's / Manufacturer's instructions. The Products must be repaired and serviced as per the Manufacturer's manuals; and any maintenance or repairs must be carried out by authorized agents. The record of such maintenance or repairs must be produced at time of claiming Warranty;
- C.** The Product would be Warranty compliant as long as it is not moved, reinstalled or transferred to any other place, from the original place of installation without authorization.

During the guarantee period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that:

- i.** The **Seller** authorizes or carries out the repair or replacement work;
- ii.** The product is returned to the **Seller** or authorized **Reseller** in accordance with terms laid down;
- iii.** The **Seller** will not accept or reimburse the costs to any third party who undertakes to do any work on the Product;
- iv.** The Warranty period will not be extended in case of any repair or replacement of any Product or part. No new period of Warranty of that particular Product shall commence; rather any remaining Warranty shall continue;
- v.** In case of any replacement of Product, the replaced Product would be deemed to be the **Seller's** property;
- vi.** Any claim made under the terms and conditions of this Warranty must be made within the Warranty period;

6. HOW TO CLAIM

The following procedure must be followed for claiming a Warranty. The **Buyer** / **User** shall contact the **Seller** and provide the following:

- Invoice for the procurement of the Product;
- Product serial number and initial purchase date;
- Provide the log data recorded by the Products to indicate minimum capacity;
- **Seller** may require the **Buyer** to complete root analysis testing of the Product to provide evidence supporting the claim;

After the Warranty claim has been lodged, a final verification of the Warranty claim will be made by Deye Ltd. The **Seller** reserves the right to refuse a Warranty claim where adequate information is not provided.

- i. To lodge a Warranty claim, the QR code on this document must be scanned, and the online form must be completed in full.
- ii. In case of Non-availability of any particular Product while claiming a Warranty, Deye Ltd may, at its discretion, replace the Product with a refurbished Product or different Product or parts, with equivalent or similar functions and performance.
- iii. It is also made clear that replacement of the Battery, components or Products may not be brand new, but with the same quality and specifications as compliant / equivalent with the claimed Product specifications.

7. EXCLUSIONS

7.1. Customers can contact Deye Ltd via phone, online form and email. Customers need to provide the following information for Warranty claims:

- i. Product Model, Serial Number;
- ii. System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating);
- iii. Fault description (Error message or error code on LCD display, pictures or any other fault information required);

Note: Deye Ltd reserve the right to reject the Warranty claim without the necessary information. In this case, any damage, loss or consequential / resultant damage or loss will be the Buyer's responsibility.

7.2. The free Warranty service is provided for Products with a valid Warranty. The Product's free Warranty will become invalid if damages are due to the following:

- Breaking the Product seal or opening the Product casing without permission from Deye Ltd;
- Transportation damages;
- Incorrect installation or commissioning of the Product; for example, incorrect DC or AC pole wiring or connection, loose DC or AC pole wiring or connection; causing damage to the Product;
- Failure to observe the user manual, the installation guide and the maintenance regulations of the Product;
- Unauthorized modifications, changes or attempted repairs of the Product;
- Incorrect use of or inappropriate operation of the Product;
- Insufficient ventilation of the Product as indicated in the user manual;
- Failure to observe the applicable safety regulations of the Territory;
- Force majeure; for example: lightning, overvoltage, storm, fire, flood etc.;

For any Products with invalidated free Warranties, Deye Ltd will charge for any services or parts; for example: spare part costs, labour costs etc.

7.3. The above terms & conditions together with any Warranty Card in the Product packaging, as well as any affixed Warranty Documents, have described all the responsibilities of the **Seller** and the **Buyer** for the Products listed herein as sold by Deye Ltd.

Without formal document confirmation, Deye Ltd would not be responsible for any further Warranty obligations beyond the Terms and Conditions as set out in this document.

Deye Ltd reserves the ultimate explanation right on this service commitment

8. ITEMS UNDER WARRANTY

Battery	
Rating	Serial Number

Inverter	
Rating	Serial Number

9. WARRANTY REGISTRATION

For Warranty registration, please scan the QR Code below:



NINGBO DEYE INVERTER TECHNOLOGY CO., LTD

Web: www.deyeinverter.com E-mail:

service@deye.com.cn

Add: No.26 South YongJiang Road, Daqi, Beilun, NingBo, China.