



## AISWEI Warranty

Applies solely to the all products from AISWEI(Jiangsu), include inverter and monitoring device.

Applies solely to the international market except mainland China, Hong Kong, Macao and Taiwan. Unless otherwise specified in the individual agreement between AISWEI and customers which shall prevail.

### Factory Warranty

Except that is otherwise specified in the purchasing contract, AISWEI(Jiangsu) grants end purchasers a 5 years factory warranty for all inverter and a 2 years factory warranty for all monitoring devices. The AISWEI(Jiangsu) factory warranty covers all for repair and spare parts for the agreed period of time, beginning from the earlier date of the following two:

- First installation date or
- 6-months after the shipment dispatch date from AISWEI delivery.

### Extended Warranty

For inverters purchased from AISWEI (Jiangsu) the Extended Warranty can be purchased for a period of 5, 10 or 15 years. The purchased Extended Warranty is uniquely bound to the product and cannot be transferred. The Extended Warranty price list and related service requirements are available from AISWEI sales.

AISWEI(Jiangsu) Warranty is subject to the below specified conditions, include Factory Warranty and Extended Warranty.

### Warranty Conditions

If a device exhibits a defect within the agreed AISWEI(Jiangsu) warranty and provided that it will not be impossible or unreasonable, the device will be, as selected by AISWEI(Jiangsu):

- Remote services,
- Repaired by AISWEI(Jiangsu), or
- Repaired on-site, or
- Exchanged with replacement device of equivalent value according to model and age, including refurbished device.

The warranty includes the costs of AISWEI(Jiangsu) for work and material for the restoration of faultless functioning in AISWEI(Jiangsu)'s factory or for on-site repair work by AISWEI(Jiangsu) personnel and the shipment costs of defective devices and replacements. All other costs, particularly taxes, customs and duties, travel and accommodation costs of AISWEI(Jiangsu) personnel for on-site repairs as well as costs of the customer's own employees are not included the warranty.

In following countries and areas, Australia, European Union, India, excluding their associated islands and overseas territories, the costs of taxes, customs and duties, travel and accommodation costs of AISWEI(Jiangsu) personnel for on-site repairs as well as costs of the customer's own employees are included the warranty.

To determine the warranty entitlement, please submit a copy of the purchasing invoice or the extended warranty invoice. The type plate on the device must be completely legible. Otherwise, AISWEI(Jiangsu) is entitled to refuse to provide warranty services.



Please note that the warranty period of all repaired or replacement devices will undertake the remaining warranty period of the former faulty devices. If the remaining warranty period is less than one-year after the repaired or replacement, it will be extended to a full one-year period.

All warranty services are free of charge only if the course of action was agreed with AISWEI(Jiangsu) in advance.

### **Scope of the Warranty**

The warranty does not cover damages that occur due to the following reasons:

- Transport of lifting damage
- Incorrect installation or commissioning
- Failure to observe the user manual, maintenance regulations and intervals
- Modifications, changes, or attempted repairs
- Incorrect use of inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g. lighting, overvoltage, storm, fire)

Neither does it cover cosmetic defects that do not influence the energy production

If the claimant is in arrears of purchasing products or the defective device is not returned, AISWEI(Jiangsu) is entitled to refuse to provide warranty services until the arrears are paid or the defective device is returned.

Please report defective devices with a brief error description to our AISWEI(Jiangsu) Service line. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport. The defective device is to be packed in this transport packaging for return transport to AISWEI(Jiangsu).

Claims that go beyond the rights cited in the warranty conditions; in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by the factory warranty, insofar AISWEI(Jiangsu) is not subject to statutory liability.

### **Service after Warranty Expiration**

AISWEI(Jiangsu) provide lifelong free consulting service for customers. For devices which are out of warranty, AISWEI(Jiangsu) only charges actual cost that includes but not limited to on-site service charges, material costs, labor costs, transportation costs for defective device and replacement.

### **Contact Information of AISWEI Jiangsu**

AISWEI New Energy Technology (Jiangsu) Co., Ltd.  
Telephone: +86 512 6937 0998  
Fax: +86 512 6937 3159  
Official Website: [www.aiswei-tech.com](http://www.aiswei-tech.com)  
No. 198-9 Xiangyang Road, Suzhou, 215011, P.R. China



### **Valid Version of Warranty**

AISWEI Jiangsu is entitled to publish related matters of this QWA on its official website ([www.aiswei-tech.com](http://www.aiswei-tech.com)), including but not limited to adjusting the scope of Warrantied Products, Warranty Period, and service fee standards beyond the Warranty Period, price lists and service scope for Extended Warranty. The Customer shall log on the above official website from time to time to check the matters related to this QWA. To the extent permitted by applicable laws, AISWEI Jiangsu's publishing of the matters related to this QWA on the above official website shall be deemed to have fulfilled its written notice obligation provided in this QWA, and the relevant matters will become effective once they are published.