



LIVOLTEK LIMITED WARRANTY POLICY FOR INVERTERS (For EU markets only)

LIVOLTEK inverters are manufactured by Hangzhou LIVOLTEK Power Co., Ltd. The company (hereinafter referred to as LIVOLTEK) provides the following warranty to the purchaser (the customer) of the inverters (the products). (Here, the customer is deemed to be the owner of the installed inverters/products at first sale).

1. Warranty Products

This warranty applies exclusively to LIVOLTEK inverters (including Hyper, Retro, G1 and G3 series) & accessories (including WIFI/GPRS module, DTU, meter, etc.) manufactured and supplied either directly by LIVOLTEK or through authorized partners of LIVOLTEK. All external and ancillary parts and units installed with inverters by third-parties are excluded from the warranty.

2. Warranty Terms

LIVOLTEK warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect

for which LIVOLTEK is responsible during the agreed warranty period,

LIVOLTEK will, at its discretion:

- Repair or upgrade on the product onsite or at a designated LIVOLTEK service center.
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device.
- Have those services performed by LIVOLTEK service partners who have undertaken proper training.

3. Transportation

Unless a special/unique agreement exists between LIVOLTEK and the customers, the warranty covers only the cost of materials and labor work that makes the products functional. Besides, the transportation costs of replacement units, including shipments, duties, import & export fees, are covered by this warranty in European Unions, excluding their affiliated islands and overseas territories.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the Product downtime are NOT covered by the LIVOLTEK limited warranty. And LIVOLTEK's liability shall be limited to the purchase value of the product.

4. Warranty Period

LIVOLTEK warrants, on the terms and conditions set out below, that:

- LIVOLTEK Warranty covers defects in Workmanship and materials of the inverter products (including Hyper, Retro, G1 and G3 series) for 60 months (refer to Appendix) from the date of installation but no more than 65 months from the date of manufacture of the Product (whichever comes first).
- The ancillary parts, including WIFI/GPRS module, DTU, meter, etc., come standard with a manufacturer's warranty of 24 months (refer to Appendix) from the date of installation.
- In the event of product replacement within the warranty period, the remaining warranty period shall be automatically transferred to the replacement unit.

5. Warranty Registration

The direct customers who have purchased LIVOLTEK products shall register inverter products and upload the information within 12 months of installation. It is recommended that they are registered no more than 6 weeks following the successful installation and commissioning of the Product where possible.

Register online: <https://livoltek.com/service/warranty/#product-registration>. If a customer fails to register a LIVOLTEK product before the deadline, the product warranty period will be counted automatically from 6 months after the manufacturing date.

6. Warranty Extension

For full warranty coverage beyond the standard warranty period of 60 months, the product may be eligible for a warranty extension of an additional period of time (for details please consult with your installer/distributor), the extension is available for purchase up to 36 months from the commissioning date of the product.

7. Warranty Claim Procedure

It is customer's duty to contact LIVOLTEK in the event of a warranty claim with following information:

- Contact information of the user, product(s) information such as serial number(s), installation date and failure date, valid warranty certificate, installation information such as brand, model, number of PV panels, error message on LED/LCD screen, description of actions before the failure.
- Purchasing invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory, or the date of installation.

Furthermore, the customer shall to fill in the RMA Application form in writing and submit to LIVOLTEK for review and approval if there must replace a new device. The LIVOLTEK may ask for further details depending on the fault conditions. LIVOLTEK will reproduce the issue according to the scenarios

provided by the customer, and may arrange an on-site inspection to find out the root of the fault if necessary. The customer is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from LIVOLTEK or an authorized third-party company.

LIVOLTEK reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information.
- If you fail to grant access, make time, ensure the safety and so on.
- If the product is replaced without the prior consent of LIVOLTEK.
- If the defect that is claimed is not caused by defective materials or workmanship.

The defective parts or units replaced under a warranty claim become LIVOLTEK's property and must be returned to LIVOLTEK local office, fail to do so will forfeit eligibility of the service rebate.

Any claims shall be made within one month of failure dates to be considered under the warranty. End users are recommended to contact your installer/distributor directly, they will contact with LIVOLTEK if necessary.

LIVOLTEK will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product

is found to be free from defects in materials or workmanship, or if the claimant refuses the faculty following this warranty claim.

8. Warranty Limitations

The warranty is valid only for the products purchased either directly from LIVOLTEK or from an authorized reseller of LIVOLTEK. The product is not covered by warranty in the following cases:

- The product is out of the warranty period (excluding additional agreement of warranty extension).
- Faulty installations or operations, maintenance carried out against LIVOLTEK instructions by an unauthorized customer or disassembly, repair or modifications performed by a third-party company/person not authorized by LIVOLTEK.
- Failed to comply with the safety rules and regulations (VDE, IEC, etc.) in respect of the inverter or accessory.
- The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt).
- Product failure is not reported to LIVOLTEK within one month of appearance.

- The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to LIVOLTEK.
- Faults or damage due to unforeseen circumstances, man-made factors, or the damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors.
- Products that the original identification markings (including trademark or serial number) of such products have been defaced, altered, or removed.
- Flaws (e.g. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory and theft.
- Normal wear or tear (including without limitation, wear and tear of batteries).
- For the products equipped with the SPD module, when the lightning is beyond the SPD's protection range, it won't be able to protect the inverter and the LIVOLTEK limited warranty does NOT cover the inverter or accessory damage caused by such lightning.
- Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without LIVOLTEK's written confirmation/approval prior to the installation.

- Inverters for which the Trip Point with either pre-loaded or pre-set functions has been altered, and such alteration of the Trip Point causes the product to malfunction, fail, or fail to optimally performance.
- Combining LIVOLTEK's storage product with a battery pack that have not been confirmed and approved by LIVOLTEK. If this happens, LIVOLTEK shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
- Defects of Product arise due to renewal of the national or regional laws or regulations.
- Faults or damage caused by other accidents and external influences not related to product quality issues.

The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system.

The costs incurred as a consequence will not be covered by the warranty or extended warranty. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if LIVOLTEK does not provide written confirmation/approval prior to the installation.

9. Further Rights at Law

In addition to the warranty provided by LIVOLTEK, the customer have statutory rights that will not be limited or replaced by this warranty. The products

provided by LIVOLTEK comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed. Beijing International Arbitration Centre shall have jurisdiction for further disputes about a warranty claim arising from the Warranty Terms & Conditions.

Appendix

Standard Warranty Period (For EU markets only)

Products	Model	Standard Warranty
Inverters	Hyper	5+5*
	Retro	5+5*
	GT1	5+5*
	GT3	5+5*
Accessory	column	2 years
	Smart Meter	2 years
	WIFI	2 years
	Lcd	2 years
<p>10 years (5 + 5*): During the first 5 years, if warranty replacement happens, LIVOLTEK will offer substitute products and cover labor work costs, transportation costs of replacement units, including shipments, duties, import & export fees; from year of 6th, if warranty replacement happens, LIVOLTEK only offer substitute products or parts, for any relevant costs will not be covered by the warranty.</p>		

Contact

<https://www.livoltek.com>

(1) The service hotline is **+86 157 1576 8455**

(2) Service email address: **service@livoltek.com**.

Customers can contact Livoltek service representative directly as well.

Head Office

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