

wattsonic customer service

Address: No. 200 Linghu Road, Xinwu District, 214100, Wuxi, China
Ph: +86 510 8102 6876[English]
Email: service@wattsonic.com

English

Valid from June, 2020

Wuxi Wattsonic Energy Technology Co., Ltd, hereinafter referred to as "WATTSONIC" provides the following

Warranty

for the

WATTSONIC WTS-4~12KW-3P HYBRID INVERTER

(the Subject of the Warranty) under the following conditions.

Warranty Period

WATTSONIC Li-HV WTS-4~12KW-3P series hybrid inverters come standard with a manufacturer's warranty of 60 months (5 years) from the earlier data between the following two dates: 1) first installation date; 2) 6-month after the shipment dispatch from the WATTSONIC factory. And the accessory products include but not limited to WIFI module, GPRS module, LAN module, Datalogger, CT and Meter etc. come standard with a manufacturer's warranty of 24 months (2 years) under the same conditions.

Scope of Application

This warranty terms apply to the inverters and accessories which purchased from WATTSONIC.

Geographical Scope

The WATTSONIC Limited warranty terms and conditions only apply for the devices which are originally purchased from the channels authorized by WATTSONIC unless there are specially stipulated warranty terms and conditions between WATTSONIC and the direct purchaser. For any units sold for one country/region but installed in another country/region which are not included in the distribution agreement, the warranty will become invalid if WATTSONIC does not provide written confirmation/approval prior to the installation.

Extended Warranty

WATTSONIC customers can purchase extended warranty service from our sales or service team for their inverters from WATTSONIC or its official distributors.

Warranty Certificates

Please keep the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

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General Warranty Policies

1. If the machine fails or does not work due to technical defects or material problems during the warranty period, please contact our company either by call at number +86 510 8102 6876 or by email at service@wattsonic.com to claim.

According to the WATTSONIC warranty terms and conditions, if the machine fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the machine problem):

- 1) Inverter model name and serial number.
- 2) Purchasing receipt or invoice.
- 3) Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.
- 4) Inverter fault message (incl. fault code, fault pictures) and other describable information of the fault.
- 5) Inverter historical fault information (if has).

2. If the machine fails or does not work due to technical defects or material problems during the warranty period, WATTSONIC will provide the following supports according to the actual situation:

- 1) Online support.
- 2) Return to WATTSONIC for repairing.
- 3) Repair on-site.
- 4) Replace the components or inverter (for the inverter which stopped producing, WATTSONIC will offer you an equivalent inverter as replacement).

Note: If the machine is replaced in the warranty period, the remaining warranty of faulty machine will be automatically transferred to the new replaced machine. The machine must be packed in its original packaging or equivalent packing if it's requested to return to a designated place.

General Warranty Exceptions

Any circumstances disclosed in the list below are not covered by WATTSONIC warranty terms and conditions:

- 1) Machine without any WATTSONIC Mark.
- 2) Machine warranty is expired (unless warranty extension agreements signed between each other).
- 3) Damages or failures caused by using the components or firmware which are not from WATTSONIC.
- 4) Damages or failures caused by operation, repair, disassembly or modification which operated by non-authorized person.
- 5) Damages or failures caused by the operation or using scope beyond the relevant national standards or industrial standards and any installations or operations violated WATTSONIC specified installation circumstances.
- 6) Deliberately ruin, make indelible mark or steal etc.
- 7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, lightning, fire and pests etc.
- 8) Other not caused by WATTSONIC products quality damages.
- 9) Damages occurred in transit.

If the above situations happened, and customer requires maintenance services for failed machine, we can provide paid services after being judged by the relevant service team, and the specific cost shall be based on the actual accounting.

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Charged Services

For the machines which are not within the warranty period or are exempted from warranty, WATTSONIC can provide paid maintenance services and the expense includes but not limited to one or several of the following:

- 1) On-site service expense: engineer travel expense, repairing and commissioning expense etc.
- 2) Material cost: the cost of the components which used for repairing machine.
- 3) Freight: the freight of the machine to and from the installation place.

Other Important Matters

- 1) The above clauses stipulated the liability all the products we sold and replaced the other express or implied guarantees, without written confirmation, WATTSONIC doesn't assume any liability beyond above clauses.
- 2) In the event that machine fails to operate properly, the company's liability to the user is limited to repair and replace the machine in accordance with the above clauses. In addition, there's no more other responsibilities or obligations.
- 3) If any clauses in above are considered to be contrary of the applicable law, we will implement it in accordance with the law and the other clauses are still effective.

Obtain WATTSONIC Customer Service:

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