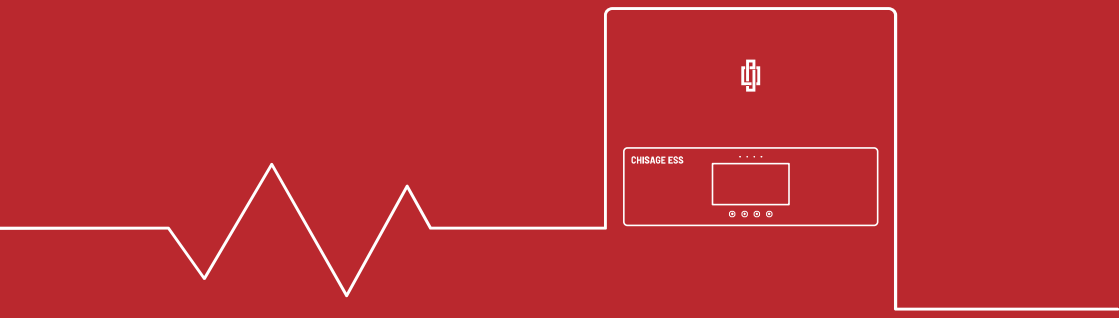
Warranty Terms and Conditions

Inverter



CHISAGE ESS

www.chisagess.com

1. Warranty Scope and Period

Our company sells Products (hereafter referred to as 'Product' or 'Products') either directly itself or through an authorized distributor to a Customer (hereafter referred to as "Customer" or "you"). Our company guarantees that all Products shall be free of defects in material, manufacturing, and workmanship. A standard warranty of 5 year for inverters and a warranty of 2 year for accessories are provided with Products purchased.

The warranty applies to Inverter;
And accessories covered in the warranty includes:
Wifi Stick loggers, GPRS Stick loggers, CTs(current transformer), Meters The warranty commences from the earlier one of following two dates:
(1) The date on which the product was first installed,
(2) 6 months from the date of the product shipment from our factory.

2. How to make a claim

For an end user, it is recommended to contact the distributor, installer or retailer of your Products for a more efficient warranty service. For a customer purchasing goods directly from Chisage, it is recommended to contact Chisage to make a claim. However, if a end user is unable to reach the distributor, installer or retailer, you can also contact Chisage. In order to make a claim under this document, you must notify Chisage of the defect within 30 days after the time that the defect first became apparent to you at one of the following:
When making a claim, you are required to provide the following information:
(1) Product model
(2) Product Serial Number(S/N No.)
(3) Order No. (if available)
(4) Detail of product defect (Fault code on inverter LCD, description of defect)
(5) Customer name and contact
(6) Installation date
A warranty claim may be rejected should you fail to provide the above information.

3. Warranty Service

If a claim is received within the warranty period and a defect of the Product covered under the warranty is confirmed by Chisage, we may elect to
(1) Provide remote support by changing configurations or updating software
(2) Repair the Product by replacing spare parts
(3) Replace the Product with a new one functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product
If a product is replaced within the warranty period, the new Product will have the benefit of a warranty period equal to the remaining period of the original warranty period or three months, whichever is greater.

4. Disclaimer

(1) A Product is not originally purchased from channels authorized by Chisage, including but not limited to stolen Products.
(2) A Product is installed in a region beyond the country where it is sold.
(3) A defect is not reported to us within the stipulated time under this Document.
(4) Normal wear and tear.
(5) Damage caused by faulty installations by an unqualified installer, or by operations or maintenance carried out against our User Manual.
(6) Disassembly, repair or modifications performed by a third-party not authorized by our company.
(7) Product modifications, design changes or part replacements not approved by our company
(8) Damage caused by force majeure, including but not limited to stormy weather, flooding, pests, fire, or other acts of nature.
(9) A defect does not impede the normal performance of a Product, including but not limited to any external scratch or stain, or natural mechanical wearing.
(10) A defect is caused by other circumstance, event or issue beyond a Product, including but not limited to other component in the Customer's photovoltaic system, or any other component, device or appliance at the installation site.
(11) A Customer has not paid in full amounts of the cost of a Product.
(12) Damage caused by using nonstandard components or software, or components or software that are not in the scope of delivery of the product of our company.

5. Costs and Expenses

(1) Subject to any rights that a customer may have under consumer law of the customer's country, any cost or expense that may incur in making a warranty claim, including but not limited to transport and customs clearance, shall be borne by the claimer.

Any liability of Chisage which cannot be lawfully excluded is limited to any one or more of the following:

The payment of the cost of replacing the Chisage Product or of acquiring equivalent Product; or

The payment of the cost of having the Chisage Product repaired.

(2) A customer should, at his or her cost, return to Chisage any replaced Product or part in the original packaging or equivalent. If the Chisage Product or the part replaced is not returned to Chisage within 60 days from the date of its replacement, the customer will be charged for the Chisage Product or the part at the current price for a new part/device.

WARRANTY CARD

Product Model:

Serail Number:

Customer Information:

Name:

Address:

City: Tel: Email:

System Informartion

Installation Date:

Installation Company:

Installer & Contact:

Aftersale Record

No.	Date	Trouble Shooting	Solution
1			
2			
3			
4			
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