Deye SUN Series Hybrid inverter 10-Year Limited Warranty for Installation in Europe

1. The Deye hybrid inverter (the "Product") supplied by. NINGBO DEYE INVERTER TECHNOLOGY Co.,LTD ("Deye") is designed to withstand normal operating conditions when used for its originally intended purpose in compliance with the Deye Hybrid inverters User Manual supplied with the system.

(1) Product coverage: Including all SUN Series Hybrid inverter.

(2) Country and Region coverage: the final installation site is in Europe.

(3) This Deye Hybrid inverters Limited Warranty ("Limited Warranty") covers defective products for a period of ten years beginning after the date of original purchase of the Product from Deye (the "Warranty Period"). The warranty period is 10 years from the date of original purchase, and no more than 10 years and 6 months from the date of delivery from Deye factory. Data logger warranty year is 5 years.

The Hybrid Inverter has cumulative Ten years' warranty period. If during the warranty period, is found defective, the warranty shall be applicable as:

a.Replacement of the inverter itself, including LCD and cooling fan, for a period of ten years.
b. Spare parts cost and labor cost for repairing the inverter at the after-sales office.

2. A Product is defective if it is inoperable because of defects in material and workmanship, provided that Deye, through inspection, establishes the existence of that defect ("Defective Product").

(1) During the ten years' warranty for all parts including labor charges Warranty Period, Deye will, at its option, repair or replace the Defective Product free of charge, provided that Deye through inspection establishes the existence of a defect that is covered by the Limited Warranty.

(2) Deye will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Deye reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Deye repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or ninety (90) days from the date of Deye' s return shipment of the repaired or replacement product, whichever is later.

(3) During the ten years' warranty, the Limited Warranty covers both parts and labor necessary to repair the Defective Product, but does not include labor costs related to un-installing the Defective Product or re-installing the repaired or replacement product.

The Limited Warranty also covers the costs of shipping repaired or replacement product from Deye, via a non-expedited freight carrier selected by Deye, to locations within the Europe. The Limited Warranty does not cover, and Deye will not be responsible for, shipping damage or damage caused by mishandling by the freight carrier and any such damage is the responsibility of the freight carrier.

3. To obtain service under this Limited Warranty, the holder of the Warranty must comply with the following items.

(1) Warranty claim: in general, serial number (S/N) must be provided in order to claim warranty. The warranty period is 10 years from the date of original purchase, and no more than 10 years and 6 months from the date of delivery from Deye factory.

(2) Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

(3) Warranty commitment validity: strictly according to the formal sales contract signed with Deye.

(4) Customers can contact Deye via phone, fax, and email. Customers need to provide the following information for warranty claims:

(5) Product Model, Serial Number.

(6) System configuration details (Panels per string, grid voltage rating, grid frequency rating).

(7) Fault description (Error message, Pictures, or other fault information)
Note: Deye reverses the right to reject the warranty claims without the necessary information. In this case, it' s the customer to responsible for the loss or any other consequence.

(8) Free warranty service is provided for products with a valid warranty. It' s excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Deye
- Transport damage
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of inverter.
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, overvoltage, storm, fire)
- Single inverter: Leave at least 50cm of heat dissipation space around (below 20kW);
- High power models (above 20kW): air intake on both sides, leaving at least 80cm;
- Parallel installation of multiple units: Avoid stacking them up and down. It is recommended to install them in a cross or straight shape with a spacing of no less than 300mm.

Reserve sufficient heat dissipation space around the inverter to avoid a decrease in power generation or an increase in failure rate due to high temperatures. If overheating protection or component aging occurs due to insufficient installation space, it is considered a violation of installation specifications and is not covered by the warranty.

(9) For warranty invalid products, Deye would charge for service fees for the service, example, spare parts cost, labor cost for products. Or according to maintenance contract, if there is maintenance contract signed.

(10) The above terms & conditions had described all responsibilities for products Deye sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Deye would not responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, Deye' s responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, Deye would perform in accord with the law.

Freight cost

(1) when the inverter is damaged since its quality defects: if the inverter is in China, Deye will be responsible for the freight. If the inverter is outside the Chinese Mainland and the spare parts will be transported to the customs of the destination country, the customer needs to pay the customs clearance fee themselves, as well as the shipping cost from customs to the customer's company. Deye only sends the spare parts.

(2) If it is not a product quality issue, the customer needs to bear the transportation and customs clearance costs as well as the expenses incurred for repairs.

Note: Deye inverter needs to be installed on an immovable hard wall.
If there are subsequent changes to the warranty, Deye has no obligation to disclose the modified content proactively.

For after-sales issues caused by battery side and the battery is not in the Deye battery approved list and battery work in Lithium mode, Deye has right to refuse to provide corresponding services.

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