

# TSUN Warranty Terms & Conditions

(only used for : DIY)

This policy governs full warranty and replacement program for TSUNESS Co., Ltd (hereinafter the "TSUN") Inverter covered by TSUN' warranty (the "Replacement Program"). Parties wishing to participate in the Replacement Program must abide by the procedures and requirements set forth in this policy. TSUN may, in its sole discretion, reject the replacement of any product not returned in accordance with this policy.

## 1. Warranty period

The standard warranty period for each part is listed as below.

| Product Line                                            | Warranty Period                                                                                                                     |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Microinverter                                           | 144 months                                                                                                                          |
| HM                                                      | 60 months                                                                                                                           |
| ESK                                                     | 144 months                                                                                                                          |
| DCU or B1000                                            | <ul style="list-style-type: none"> <li>➤ 60 months(Inverter)</li> <li>➤ 60 months or 3000 cycle within 60% dod (Battery)</li> </ul> |
| HSU<br>(HSU1000, HSU2000, HSU3000)                      | <ul style="list-style-type: none"> <li>➤ 60 months(Inverter)</li> <li>➤ 60 months or 3000 cycle within 60% dod (Battery)</li> </ul> |
| Accessory:<br>Cable, connector, DTU, smart meter, P1000 | 24 months                                                                                                                           |

a) 12 years product warranty: microinverters are guaranteed to be free from any manufacturing or material defects for a period of 12 years. The warranty period commences from the date on which 3 months after dispatch of the product from factory.

b) 2 years accessory warranty: cables, and connectors

Except for photovoltaic solar modules, all accessory are guaranteed for 2 years from the invoice date.

## 2. Warranty Claims

TSUN's warranty is limited to its choice to remote control or replace products deemed defective.

Replacement services apply only to products within their warranty period as applicable. Only applicable when the product is installed according to the installation instructions and existing technology, stored and used normally for the intended purpose, and without any modifications.

## 3. Limited Liability

Customers need to comply with TSUN's installation instructions and specifications to use TSUN's products correctly, otherwise, TSUN will not take any responsibility on the failure parts.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by TSUN' warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, warfare, major infectious diseases, etc.)
- b. Improper or noncompliant use
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual)
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment

## TSUNESS Co., Ltd

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- f. Damage during transportation
- g. Unauthorized repair attempts
- h. Normal appearance wears out, including discolor and scratch
- i. Damaged caused by defects of other components out of the system
- j. The original identification marks (including trademark and serial number) of such product have been defected, altered, or removed.

#### 4. Response

| Time  | Solution                    | Comments                                 |
|-------|-----------------------------|------------------------------------------|
| 12hr  | Give response(working time) | Get info of operation environment        |
| 24 hr | Give solution (normal)      | Provide replacement and updated solution |
| 48 hr | Give solution (critical)    | Provide replacement and updated solution |

Note:

Tsun service support working time:

Mon~Fri: 8:30am~17:00pm

During the public holiday in the region, the service response will not be in time.

#### 5. Product Troubleshooting and Replacement principle and responsibility

TSUN will give a proper training for the distributor or installer before products start to be operated. Once the products arrive on site, the distributor shall contact TSUN team to schedule the training in the coming period.

TSUN must be provided with the relevant evidence as shown in Checklist document. This procedure must be followed for a warranty claim to be applicable under this Replacement Program.

- a) If the product is deemed fault and is eligible for the replacement according the checklist, then the distributor can replace it by themselves immediately.
- b) After the replacement, the distributor has the responsibility to record the fault information which is agreed by both sides.
- c) If the fault still exist after the replacement, the distributor will liaise with local TSUN Service support to try and find a solution.
- d) When the failure part is returned, the distributor shall preserve it properly to avoid any damage.
- e) When failure parts are collected as 1 pallet, the partner can start to contact with TSUN local service support team and deliver them back to TSUN local service center.
- f) After TSUN receive the failure parts, TSUN service will send out functional spare parts to the distributor within 7 working days.
- g) If the product gets the single failure, then TSUN will bear the cost of logistics which is from TSUN service center to the partner's warehouse.
- h) If the product gets the batch failure, then TSUN will bear the cost of logistics on partner side.
- i) In principle, TSUN can undertake to explain, consult and clarify the problems to the end customer, but for the convenience and quick response of the customer, involving the replacement of the terminal product, the end customer needs to contact its local partners or distributors of TSUN for replacement.

#### 6. TSUN Service Support in the regions

**Germany, Austria**

service\_DE@tsun-ess.com

**France , Italy**

service\_FR@tsun-ess.com

**UK, Benelux, Eastern EU , Spain**

service\_Uk@tsun-ess.com

**Southeast Asia**

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