



SHANGHAI SERMATEC ENERGY TECHNOLOGY CO.,LTD

www.sermatec.com.cn

contact: support@sermatec.com.cn

Warranty Terms And Policies Of Sermatec

STANDARD WARRANTY

Shanghai Sermatec Energy Technology Co., Ltd. (hereinafter referred to as Sermatec) provides SMT-5K-TL-LV; SMT-10K-TL-TH series of PV energy storage products for no more than 66 months (5.5 years) warranty from the date of production. For the PV energy storage products (SMT-5K-TL-LV; SMT-10K-TL-TH series of Sermatec), you can purchase an extended warranty within two years of the production date. You can get more information on purchasing extended warranty from Sermatec's sales team.

EXTENDED WARRANTY

For inverters (SMT series) the warranty can be extended to 10 years. But, below within 48 months (4 years) from the date of manufacturer warranty effective date. A purchased extended warranty cannot be extended or reduced to another extended warranty with a different or the same duration at any time.

WARRANTY POLICIES

If the machine fails or the machine does not work due to technical defects or inverter material problems during the warranty period, please contact the company's service hotline, provide machine error information to register, and provide warranty card to the after-sales service department by email or fax. For processing. For end customers using inverters, please contact your installer or any authorized service installer from Sermatec to report your machine problems.

According to Sermatec's warranty terms, if the machine fails, please provide the following information or documents (this information will help the after-sales service team to deal with the machine problem)

- ◆ Product model and serial number.
- ◆ The error message of machine system (if available, please provide) and other error messages that can be described.
- ◆ Based on detailed information on the entire power generation system (including solar modules, circuit connections, etc.)
- ◆ Previous error messages (if available, please provide)

If the machine fails during the standard warranty period of Sermatec, the following solutions will be provided.

- ◆ The machine is returned to the factory for maintenance
- ◆ System field maintenance
- ◆ Replace product



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During the warranty period, the replaced machine will automatically extend the remaining warranty period of the failed machine within its warranty period. Therefore, you will not receive a new warranty certification, and the internal system of Sermatec will automatically register the change. In addition, the new machine will have a warranty period of at least one year, regardless of whether the warranty period of the faulty machine is valid.

Purchase invoices should be properly kept in case of need. If the machine or its parts need to be shipped back, please be sure to package it in the original way or in the same way. Sermatec has the right to arrange third-party service providers to provide you after-sales service during the warranty period.

The standard warranty of Sermatec covers the labor and material costs of machine repair, but does not include other costs, including the cost of transporting the machine to the installation site, as well as the travel expenses of Sermatec or purchaser's personnel. In addition, direct or consequential losses due to machine failure are not included.

WARRANTY DISCLAIMER

The machine problem caused by the following conditions is not covered by the Sermatec's standard warranty.

- ◆ The products were out of warranty(Except for the extension of the warranty service by both parties)
- ◆ Not according to product specifications or related installation and maintenance requirements to work, non-product-defined work environment, failure or damage caused by storage or use. Such as installation distance, ventilation, improper use of waterproof, etc.
- ◆ Private disassembly, repair or refit the machine without authorization from Sermatec.
- ◆ Failure and damage due to unforeseen or human factors or force majeure, etc. Such as stormy weather, floods, lightning, overvoltage, pests and fires, etc.
- ◆ Modify the product, change the design or replace the parts without authorization from Sermatec.
- ◆ Intentional destruction or defilement, make indelible marks, theft, etc.
- ◆ Normal wear.
- ◆ Not used in accordance with correct safety regulations requirements.(Such as VDE standards, etc.)
- ◆ Failure or damage caused by quality problems of other non-Sermatec's products.
- ◆ Damage caused by transportation(Including the casing scratches caused by the movement of the packaged product during transportation)
- ◆ Rust corrosion on the machine casing due to harsh environment.



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SERVICE AFTER WARRANTY EXPIRES

For products out of warranty, Sermatec will charge the end user for on-site service fees, materials, labor and logistics fees, including but not limited to any or all of the following:

- On-site service fees: Travel and labor costs of technical service engineers
- Materials fees: Replaced parts costs (Including transportation and management costs)
- Labor cost: Technical service engineer working hours fees, Includes repair, maintenance, installation (hardware or software) and commissioning of the machine fees.
- Logistics fees: This includes the cost of shipping from the customer to Sermatec and the repaired machine from Sermatec ship to customer.
- If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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