

# HYPONTECH WARRANTY TERMS AND CONDITIONS

## WARRANTY PERIOD

Suzhou Hypontech Co., Ltd. (here referred to as Hypontech), headquartered in Suzhou, China. It provides a 5-year free factory warranty on PV inverters and integrated monitors. The integrated monitors generally refer to monitoring products that are connected to inverter through plug-in installation;

Hypontech provides a two-year free factory warranty on its non-integrated monitoring products and other PV accessory products.

The following terms are also applied to both 5-year and 2-year warranty periods, and the warranty period is valid for adding 3 months from the date of shipment from Hypontech.

## WARRANTY CONDITIONS

According to warranty terms of Hypontech, in case of device failure or damaged, please provide the following information or documents (this information will help the after-sales service team to deal with the device problems):

- Device model and series number
- Error messages on the LCD screen (if available) and additional information about the fault/error.
- Detailed information about the entire system (module, Circuit connection, etc.).
- Invoice and factory warranty card
- Information of previous error ( if any,please provide)

While a device fails under Hypontech warranty terms, the following solutions will be provided according to the actual situation:

- Return the device to Hypontech for repair;
- Repaired on-site by Hypontech or the authorized third-party;
- Exchange for a replacement device of equivalent value with regard to model and usage.
- Except for the scope of the prescribed disclaimer

Hypontech reserves the right to repair or replace faulty products with spare parts and repair parts. If the warranty service provided by Hypontech involves replacement of the product, the customer shall return the defective product to Hypontech through good transportation protection measures within three weeks after receiving the replacement product. After Hypontech receives the faulty product, the ownership of the product is transferred to Hypontech, and the ownership of the replacement product is transferred to the customer. If the customer does not return the defective product within the above period, it is deemed to agree to purchase the replacement product at the market price.

During the warranty period, Hypontech provides customers with free warranty service. Other claims made by customers to Hypontech are not covered by the warranty.

When there has conflict between warranty terms and local laws, it subjects to local legal provisions.

## Warranty disclaimer

Problems caused by the following circumstances are not covered by warranty terms of Hypontech

- 1) Failure or damage caused by use of parts or software which are non-standard and not coming from Hypontech
- 2) Expiration of warranty period
- 3) Failure or damage not caused by installation, operation error, repair, modification, disassembly, handling or access to inappropriate voltage by Hypontech's after-sales service or service installation agency designated or entrusted by Hypontech;
- 4) Anything beyond country or industrial relevant compulsory standards specified in the installation and use scope, and not according to Hypontech's device manuals and related requirements of installation and maintenance operations, or failure caused by the work environment or the improper installation, storage, and use or damage exceeding Hypontech's regulations(such as temperature, installation environment too wet or dry, high altitude, ventilation effect, etc.);

- 5) Stolen products
  - 6) Malfunction or failure caused by force majeure events;
  - 7) Damage caused by transportation (including scratches and abrasions on the shell caused by the movement of packaged device during transportation);
  - 8) Other faults or damages not caused by quality problems of Hypontech device (including related parts) themselves.
- ★ Under the above circumstances, if the customer requires repair services, Hypontech may provide paid repair services after its discretion.

## SERVICE AFTER WARRANTY EXPIRATION

For devices which are out of warranty, Hypontech may charge an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

**On-site attendance fee:** Cost of travel and time for the technician in attending on-site. Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.

**Parts:** Cost of replacement parts (including any shipping/admin fee that may apply).

**Logistic fee:** Cost of delivery and other derived expense when defective products are sent from user to Hypontech or/and repaired products are sent from Hypontech to user.

### Information for Australian purchasers - Consumer statutory rights

For purchasers in Australia, your rights under this Hypontech warranty are in addition to any non-excludable statutory rights you may have as a Consumer, as that term is defined in section 3 of the Australian Consumer Law. Nothing in this Hypontech warranty is intended to affect your non-excludable statutory rights.

For purchases by an Australian Consumer, our products come with guarantees that cannot be excluded under the 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. Australian Consumers may send a claim under this warranty to corresponding service points.

## Contact us

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