



GOODWE
your solar engine

Standard warranty

GOODWE NS SS DNS DS DT SDT LVDT MT HF BP ES EM SBP series inverters come standard with a manufacturer's warranty of 66 months (5.5 years) from the date of production from JIANGSU GOODWE POWER SUPPLY TECHNOLOGY Co., Ltd (hereinafter referred to as GOODWE).

The accessory products include Antenna, WIFI Kit, EzConverter, EzMeter and EzLogger, EzLogger Pro come standard with a manufacturer's warranty of 30 months (2.5 years) from the date of manufacture from GOODWE.

For inverters (GOODWE NS SS DNS DS DT SDT LVDT MT series) the warranty can be extended as the options below within 60 months (5 years) term of the GOODWE warranty from the date of manufacturer warranty effective date. A purchased extended warranty can't be extended or reduced to another extended warranty with different or same period at any time.

Series of Inverters	Available Extended Warranty Period
NS, SS, DNS, DT, SDT, LVDT, MT	10, 15, 20, and 25 years

Please obtain the warranty extension price list from GOODWE Sales for further information.

Warranty conditions

If the device malfunctions or becomes inoperative due to a defect in workmanship or material under normal operation as specified in product instruction within warranty period, please report defective devices with a brief error description to service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim. If you are a private end-user, please contact your installer, or any GOODWE authorized Dealer or Distributor.

The following information or documentation regarding defective device should be provided to help GOODWE to proceed to the claim under warranty terms of GOODWE:

- Product Model No. and serial number
- Error message on LCD screen (if available) and additional information regarding the fault/error.
- Detailed information regarding the entire system (modules, circuits, etc.)
- Detailed information of previous claims (if applicable).

While a device fails under GOODWE standard warranty or extended warranties period, it will be



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- Returned to GOODWE and repaired;
- On-site repaired;

Replaced with a refurbished device that includes the latest firmware (if original model has been stopped in production, GOODWE will provide an equivalent value replacement).

If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. In this event, you will not receive a new certificate, as this replacement will be registered by GOODWE. In any event, we provide a full one-year warranty on all replacement devices regardless of whether the original warranty is still valid.

Purchase invoices should be properly kept for further warranty claim. For return transportation of devices or components, it must be packed in their original or equivalent packaging. GOODWE keeps the right to arrange the warranty service by using third parties for performing warranty works.

GOODWE standard warranty and extended warranties cover the cost to GOODWE for labor work and material to regain device functioning. All other cost that includes but not limited to transportation of defective device and replacement, travelling and accommodation cost of GOODWE personnel, costs of your own staff or any third party without authorization from GOODWE is not covered in the standard warranty or extended warranties. Furthermore, claims for compensation for direct or indirect damages arising from the defective device are not covered by standard warranty or extended warranties.

Warranty exceptions

The following circumstances may cause devices be defective, it will not be covered by GOODWE's standard warranty or extended warranties:

- Product warranty period is expired (excluding additional agreements of warranty extension).
- Faults or damages due to operations against GOODWE instructions, installation and maintenance requirement. Such as mounting distance, air, waterproof plug.
- Disassembly, repair or modified by non GOODWE authorized person.
- Faults or damages due to unpredictability factors, man-made factors, or force majeure. Such as stormy weather, flood, lightning, overvoltage, pests and fire etc.
- Product modified, design changed or parts replaced not approved by GOODWE.
- Vandalism, engraving, labels, irreversible marking or contamination or theft.
- Normal wear and tear.
- Failure to comply with the safety regulations (VDE standards, etc.).



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- Faults or damages caused by other reasons not related to product quality problem.
- The defect is caused during transportation.

The rust appeared on device's enclosure caused by harsh environment.

Warranty expiration

For devices which are out of warranty, GOODWE 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.
- Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to GOODWE or/and repaired products are sent from GOODWE to user.