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 SUN-(3-6)K-SG04LP1-EU, SUN-(3. 6-6)K-SG03LP1-EU, SUN-(3. 6-6)K-SG03LP1-EU-AM2-P1, SUN-(3. 6-8)K-SG05LP1-EU, SUN-(7. 6-8)K-SG01LP1-EU, SUN- (5-8)K-SG02LP1-EU-AM2, SUN-(10-12)K-SG02LP1-EU-AM3, SUN-(12-16)K-SG01LP1-EU, SUN-(5-12)K-SG04LP3-EU, SUN-(5-12)K-SG05LP3-EU-AM2, SUN-(5-25)K-SG01HP3-EU-AM2, SUN-(29. 9-35)K-SG01HP3-EU-BM3, SUN-(40-50)K-SG01HP3-EU-BM4.

(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.

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

a. The first five years’ warranty for all parts including labor charges;
b. The second five years warranty components excluding labor charges and LCD，FAN component/part installed on it thereby.

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 first five 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) During the second five years’ warranty for all parts excluding LCD, Fan and 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.

(3) 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.

(4) During the first five 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. During the second five years' warranty, the Limited Warranty covers all parts excluding LCD, Fan and labor cost 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).

• 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)

(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.

4. The document will take effect from August 1, 2023.

Please note: Deye reserves the ultimate explanation right on this service commitment.

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