
GOODWE Limited Warranty for Inverter System **(for USA/CANADA market)**

OVERVIEW

GoodWe Technologies Co.,Ltd (hereinafter referred to as GOODWE) warrants that, subject to the exclusions and limitations set out below, the inverter and accessory product GOODWE provides shall be in good working order during the period of

1. 10 years *limited warranty for inverter products including A-ES, A-BP, A-MS series.
2. 2 years limited warranty for accessory products including Antenna, WIFI Kit, SmartMeter, EzLogger Pro, Homekit, CT, SEC and SCB series.

starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 3 months after the date of product shipment from GOODWE US warehouse (or 6 months after the date of product shipment from GOODWE China warehouse).

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the inverter for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to GOODWE via <https://support.goodwe.com/portal/home>

Please note, in order to deliver a friendly and timely service, GOODWE is cooperating with many of our distributors and installers all over the world. As such, please treat them as the default service channel of GOODWE and use these service channels to make your warranty claim request; GOODWE will support and audit our service channels to ensure that we deliver a good service to our customers.

Please have the following information on hand as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Please make the claim within one month from the failure date, otherwise Goodwe will treat it as you have abandoned the right to make a warranty claim.
3. Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
4. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable).

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, GOODWE may, at its sole discretion, elect to

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the inverter being exchanged.
4. If it's proven that the problem was caused by faulty installation, GOODWE reserves the right to contact the original installer and request that they provide a solution to fix the issue before GOODWE's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that GOODWE replace shall become GOODWE's property. If the product is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee. When repairing or replacing the product, GOODWE may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between GOODWE and the customer, the GOODWE limited warranty covers the cost of hardware material required to get the device functioning again. GOODWE will deliver the repaired or replaced Product or part(s) to claimant at claimant's designated location within the USA/CANADA mainland and GOODWE will bear the outbound cost of such shipment which is normal ground transportation up to a total amount (please contact GOODWE for the rate) per case. The claimant will be responsible for the cost of sending allegedly defective unit back to GOODWE's warehouse or repair center in USA/CANADA. If the allegedly

defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges. All costs, including, without limitation, labor, travel and boarding costs of GOODWE service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of Products on-site, as well as costs related to claimant's employees and contractors repair or replacement activities, are not covered by this Limited Warranty and, unless otherwise agreed in writing in advance by GOODWE, shall be borne by the buyer. All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by the GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by GOODWE's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance carried out against GOODWE instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWE. Product modifications, design changes or part replacements not approved by GOODWE.
5. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. For the products equipped with the SPD module, when the lightning is beyond the SPD's protection range, it won't be able to protect the inverter and the GOODWE limited warranty does NOT cover the inverter or accessory damage caused by such lightning.
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Faults or damage caused by other factors not related to product quality issues.
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
10. Accidents and external influences.
11. Connect GOODWE's storage product to a lead acid battery pack or any other lithium battery pack out of our list of compatible batteries. Please refer to the link below for a detailed list of compatible battery packs. <https://en.goodwe.com/Public/Uploads/sersups/Approved%20Battery%20Options%20Statement-EN.pdf> Unless a special agreement exists between GOODWE and the battery manufacturer, for all the battery packs NOT listed in our 'APPROVED BATTERY OPTIONS STATEMENT', but which have completed the compatibility test with the GOODWE inverter, it's the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. GoodWe shall guarantee the performance of the inverter under the normal working conditions within the limited warranty term and provide limited technical support if applicable. However, GoodWe shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
12. Product failure is not reported to GOODWE within one month of appearance.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by GOODWE as out-of-warranty cases. For all out-of-warranty cases, GOODWE may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to GOODWE or/and repaired products are sent from GOODWE to the user.

WARRANTY EXTENSION OPTIONS

On top of the 10 years limited warranty which comes with the inverter product by default, GOODWE offers warranty extension options (warranty can be extended to 15, 20 and 25 years) for all inverters which were purchased through authorized distribution channels.

GEOGRAPHICAL SCOPE

This GOODWE Limited warranty terms and conditions applies for United States of American market. It applies for

the devices which are originally purchased from channels authorized by GOODWE and installed in USA/CANADA market, unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any unit purchased in another country but installed in USA/CANADA, the limited warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

This limited warranty applies to the product which is sold and installed after Jan, 2021. It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

*Limited warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOODWE's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of the GOODWE limited warranty by visiting our global website via <https://en.goodwe.com/warranty.asp>