GOODWE Limited Warranty for Inverter System

(Brazil Market)

OVERVIEW

GoodWe Technologies Co., Ltd. (hereinafter referred to as GOODWE) warrants that, this warranty only applies to the original purchaser of the product and is non-transferable, meantime subject to the exclusions and limitations set out below, the inverter and accessory product GOODWE provides shall be in good working order during the warranty period, subject to the table below:

Warranty period	Date of manufacture	Product	Series
10 years *limited warranty	produced after 1st Nov 2023	1. on-grid inverters 2. <=10kW hybrid inverters	on-grid inverters including: NS, SS, XS, XS Plus+, XS G3, DNS, DNS G3, DNS G4, DS, DSS, DT, SDT, SDT G2, SDT G2 Plus+, SDT G3, LV-SDT G3, LV-DT, MS, MS G3, MS G4, SMT, SMT-US, LV-SMT, SMT G2, MT, LV-MT, HT, LV-HT, GT, LV-GT, A-MS, MS-US series, hybrid inverters including: ES, ES G2, A-ES, ES-US, LV-ES G2, ES Uniq, ES LD, A-BP, A-TX, ESA, EM, ET, ET Plus+, ET LV, ET 15-30K, ET 40-50K, ET 75-100K, ET G3, ETR 50-125K, EH, EH Plus+, EHR, EHB, BH, BP, BT, SBP, SBP G2, ETC and BTC series.
5 years limited warranty		>10 kW hybrid inverters	
5 years limited warranty	produced before 31st Oct 2023	on-grid inverters & hybrid inverters	
15 years limited warranty	regardless of production time	micro inverters	MIS G2 series
12 years limited warranty	regardless of production time	micro inverters	MIS G1 series
5 years limited warranty	regardless of production time	off-grid inverters	EO G2 series
2 years limited warranty	regardless of production time	off-grid inverters	EO G1 series
25 years limited warranty	regardless of production time	accessory products	RSD 2.0 Receiver
10 years limited warranty	regardless of production time	accessory products	RSD 2.0 Transmitter-PLC
5 years limited warranty	regardless of production time	accessory products	STS series
2 years limited warranty	regardless of production time	accessory products	Antenna, WiFi Module, LAN Module, WiFi/LAN Kit, 4G Module, Homekit, SEC, SCB, SCU, EzMeter, C&I Meter, Smart Meter, EzConverter, EzLogger, EzLogger Pro, and EzLink series.

The starting date of the warranty period is starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 6 months after the date of production.

ADDITIONAL WARRANTY PROMOTIONAL EVENT

GOODWE declares that the GOODWE inverters can have the additional warranty years , subject to the conditions below:

1. Inverter has 5 years standard warranty by default.
2. The inverter must be connected to the GOODWE monitoring system (SEMS)
3. The integrator who installed this inverter must be certified through the GOODWE training program (GoodWe Plus+)

Group A. GOODWE inverters can have an additional 5 years warranty without cost

Date of manufacture	Product	Warranty promotion
After 1st Nov 2023	between 10 kW and 136kW hybrid inverters, except ETC, BTC and EO series	have an additional 5 years warranty without cost, when the conditions are met.

Between 1st Dec 2022 to 31st Oct 2023	all inverters up to 136kW, except ETC, BTC and EO series	
Between 1st Jan 2022 to 30th Nov 2022	on-grid inverters up to 20kW	

Group B. GOODWE inverters can have an additional 2 years warranty without cost

Date of manufacture	Product	Warranty promotion
Between 1st Jan 2022 to 30th Nov 2022	on-grid inverters between 20kW and 136kW	have an additional 2 years warranty without cost, when the conditions are met.

For inverters of 225kW and 250kW, models GW225K-HT, GW250K-HT, GW225KN-HT and GW250KN-HT, manufactured after between 1st Dec 2022 to 31st Oct 2023 GOODWE grants 5 years of additional promotional warranty without cost.

The additional 2 or 5 years promotional warranties will be effective starting from the expiration of the standard 5 years inverter warranty, not being cumulative with extended warranties purchased separately, and being subject to the warranty terms in this document and covering only parts and hardware costs to recover the functionality of the defective equipment, not included labor, freight and other costs.

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://goodwetechnology.zendesk.com/hc/en-gb

Please note, in order to deliver a friendly and timely service, GOODWE is cooperating with many of our distributors and installers all for Brazil market. As such, please treat them as the default service channel of GOODWE and use these service channels to make your warranty claim; GOODWE will support and audit our service channel to ensure that we deliver a good service to our customers.
Please prepare the following information 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 90 days from the failure date, as long as warranty is still valid on the claim date, otherwise GOODWE will treat it as you have waived 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 required.
4. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
5. Comissioning report of the PV plant, according to local regulations.
6. Description of actions before the failure and detailed information of previous claims (if applicable).

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from GOODWE or an authorized third-party partner. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

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, either:

1. fix the issue by changing configurations or updating software; or
2. repair the product by replacing with spare parts; or
3. replace the product with 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 product is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced 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 replacement 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 replaced.

All parts of the product or other equipment that replaced by GOODWE 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?

During the period of GOODWE limited warranty which should contain the cost of hardware material required to get the functioning

again. And for transportation costs, GOODWE will cover the outbound transportation costs of the replacement or repaired unit. The claimant must organize and bear the cost of the return of the allegedly defective product to GOODWE and should confirm with GOODWE for the shipment schedule in advance. As products need to be packaged in a reasonable condition and using carton box, GOODWE suggests using packaging material that is the same size as the product package at the time of purchase. 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. In cases where GOODWE provides replacement for customers, GOODWE will not be responsible for the extra costs, including but not limited to direct and indirect labor costs of inverter owner, installer or any third-party, on-site labor costs, taxes and duties, which will not be covered by this limited warranty.
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. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
2. Product installation MUST be performed by trained installers. If it's proven that the problem was caused by faulty installation, the faults or damages are NOT covered by GOODWE's limited warranty. e.g. insufficient isolation caused by broken DC cable; DC cable is not connected using the supplied PV connector and terminals (please see the GOODWE installation, operation and maintenance instructions for correct handling).
3. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
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 lightening is beyond the AC 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 lightening. If the inverter is correctly installed according to the User Manual, when the type II DC SPD integrated in the inverter is damaged during the warranty period, GOODWE regards it is a type of inverter failure and provides the guarantee to send new spare parts to the customer. (Only for Brazil).
7. External surge, overvoltage or condition which causes inverter to fail and damage external SPD.
8. Vandalism, engraving, labels, irreversible marking or contamination or theft.
9. Violation of the original equipment warranty seal without written authorization from GoodWe.
10. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
11. Faults or damage caused by other factors not related to product quality issues.
12. Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the system.
13. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
14. 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.
15. Accidents and external influences.
16. For any inverter damage caused by using GOODWE's energy storage product with battery pack which is not compatible with GOODWE's inverter (please refer to the battery compatibility list GW_Battery Compatibility Overview-EN.pdf), GOODWE reserves the right to deal with the warranty claim as an out of warranty case.
17. 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.
18. Product failure is not reported to GOODWE within 90 days of appearance.
19. Please kindly notice that if any GOODWE products are used for the purpose of an anti-reverse solution, the manual of the anti-reverse products must be read in advance to ensure the operating principle of anti-reverse has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of GOODWE anti-reverse products. Any photovoltaic plants in which GOODWE products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, GOODWE shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of GOODWE products. In the event that the photovoltaic plants have reported the use of GOODWE products, the liability of GOODWE shall not exceed the total amount of the Purchase Order of the relevant products.

20. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, GOODWE is going to provide service of remote upgrades of firmware to improve the performance of our products. GOODWE strongly recommends the customer connect the GOODWE products to our Smart Energy Management System (SEMS) portal or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that GOODWE is unable to perform the remote upgrade due to the customer's failure to provide GOODWE with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risks and GOODWE Standard Limited Warranty may not apply.
21. Presentation of altered, manipulated, or falsified information, records, images, videos, or evidence, including content generated or altered by artificial intelligence, with the aim of proving operating conditions, failures, installation, or any other requirement related to warranty analysis.

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 5 or 10 years limited warranty which comes with the inverter product by default, GOODWE offers warranty extension options for all inverters which were purchased through authorized distribution channels. The warranty extension can be purchased from GoodWe through the page https://warranty.semsportal.com/

1. GOODWE offers warranty extension option of "2+*3", "5+*5", "5+*10", "5+*15", "5+*20", "10+*5", "10+*10", "10+*15", "12+*3", "12+*8" and "12+*13", (some of them may NOT be available to hybrid models), which can be purchased online for any inverter by following conditions:
   a) For all the hybrid inverter, all the off-grid inverters and on-grid inverter which is 25KW and above: within 12 months from inverter production date (or 6 months from its first installation date).
   b) For the on-grid inverter which is below 25KW and all the micro inverters: within 30 months from inverter production date (or 6 months from its first installation date).
2. For the first five or ten years from the warranty period which comes with the inverter product by default, the scope of warranty please be referred to term 'WHAT IS COVERED AND NOT COVERED?'. For the remaining warranty period no matter how does it get extending which only covers hardware materials.

GEOGRAPHICAL SCOPE

The Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by GOODWE and installed in the destination defined within the Brazil market unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for installation in one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

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 were 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