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1. INVERTER / UPS WARRANTY

SolarWatt (Pty) Ltd offers the following standard factory warranty:



- Deye Inverters

valid 5 years from the date of installation and no more than 5 and a half years from the delivery date from SolarWatt.



- SolarWatt Inverters

valid 2 years from the date of installation and no more than 2 and a half years from the delivery date from SolarWatt.



- SolarWatt UPS

valid 2 years from the date of installation and no more than 2 and a half years from the delivery date from SolarWatt.

1.1. Product Quality Standards and Warranty

- 1.1.1 SolarWatt inverters / UPSs comply with local safety regulations related to the national grid and grid standards.
- 1.1.2 The inverter / UPS warranty is decided by SolarWatt and its distributor.
- 1.1.3 Once the products leave the factory, appearance damage (scratches, rust, chemical damage) is beyond warranty.
- 1.1.4 Under the guidance of our company, customers return our products so that SolarWatt can

provide service of maintenance or replacement of products of the same value.

- 1.1.5 Consumers are liable for delivery and other related costs.
- 1.1.6 Any replacement or repair of the product will cover the remaining warranty period of the product.
- 1.1.7 If any part of the product or the product is replaced by SolarWatt during the warranty period, all rights and interests of the replacement product or component belong to SolarWatt.

1.2. Limitation of Liability

Warranty does not include damage due to the following reasons:

- 1.2.1 Damage during transportation of equipment.
- 1.2.2 Damage caused by incorrect installation, unauthorized alteration or disassembly of product.
- 1.2.3 Damage caused by failure to comply with operation instructions, installation instructions or maintenance instructions.
- 1.2.4 Damage caused by attempts to modify, alter or repair products.
- 1.2.5 Damage caused by incorrect use and operation or third-party negligence and wrong doing beyond the manufacturer's control.
- 1.2.6 Damage caused by insufficient ventilation.
- 1.2.7 Damage caused by failure to comply with applicable safety standards or regulations regarding national utility grid standard.
- 1.2.8 Damage caused by natural disasters or force majeure (including but not limited to floods, lightning, over-voltage, storms, fires, infestations).
- 1.2.9 Removal or damage of warranty seal or specification label, serial number (SN).
- 1.2.10 Solar panel's input parameters exceed the inverter / UPS's allowed range.
- 1.2.11 Low electricity generation because of inverter / UPS self-protection caused by environmental factors is not considered a quality issue.

1.3. Safety Instructions

- 1.3.1 Before using the inverter / UPS, please read the instructions and warning signs of the battery and corresponding sections in the instruction manual.
- 1.3.2 Do not disassemble the inverter / UPS. Improper handling may result in electric shock or fire. If maintenance or repair is needed please contact SolarWatt.
- 1.3.3 To reduce risk of electric shock, disconnect all wires before attempting any maintenance or

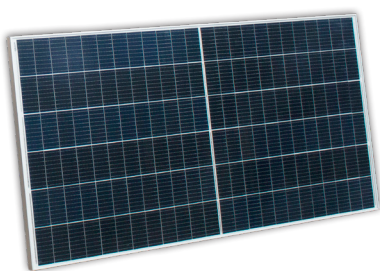
- cleaning. Turning off the unit will not reduce this risk.
- 1.3.4 Caution: Only qualified personnel can install this device with the battery.
 - 1.3.5 Never charge a frozen battery.
 - 1.3.6 For optimum operation of this inverter / UPS, please follow required specification to select appropriate cable size. It is very important to correctly operate this inverter / UPS.
 - 1.3.7 Be very cautious when working with metal tools on or around batteries. Dropping a tool may cause a spark or short circuit in batteries or other electrical parts, potentially causing an explosion.
 - 1.3.8 Please strictly follow instruction procedure when you want to disconnect AC or DC terminals.
 - 1.3.9 Grounding instructions - this inverter / UPS should be connected to a permanent grounded wiring system. Be sure to comply with local requirements and regulations to install this inverter / UPS.

1.3.10 Never cause AC output and DC input short circuits. Do not connect to the mains when DC input short circuits.

1.4. Repair & Replacement

- 1.4.1 When the dealer or SolarWatt confirm a product quality issue, the faulty product will be replaced or repaired.
- 1.4.2 For the product that has been replaced or repaired, the remaining warranty entitlement will be transferred to the replacement or repaired device.
- 1.4.3 SolarWatt is only responsible for the company product's troubleshooting, repair and replacement, but doesn't assume any other special damages, consequential damages (including loss of profits, loss of goodwill, loss of business reputation, or delay etc.).
- 1.4.4 This warranty does not affect the consumer's enjoyment of any other rights, laws and regulations relating to sales of consumer goods provided for in the host country or region.

2. MONOCRYSTALLINE SOLAR PHOTOVOLTAIC MODULE | 430W · WARRANTY



SolarWatt offers a standard warranty valid ten (10) years from the date of installation and no more than ten and a half years from the delivery date.

2.1. Product Quality Standards and Warranty

2.1.1 SolarWatt products comply with local safety regulations related to the national grid and grid standards. The warranty for solar panels is decided by SolarWatt and its distributor.

2.2. Warranty Conditions

- 2.2.1 Protects the consumer against product defects occurred due to manufacturing errors, quality issues, or component and material failures.
- 2.2.2 Consumers are liable for delivery and other related costs.
- 2.2.3 Any replacement of the product will cover the remaining warranty period of the product.
- 2.2.4 If the product is replaced by SolarWatt during

the warranty period, all rights and interests of the replacement product or component belong to SolarWatt.

2.3. Limitation of Liability

Warranty does not include damage due to the following reasons:

- 2.3.1 Damage during transportation.
- 2.3.2 Damage caused by incorrect installation, unauthorized alteration, or disassembly of product.
- 2.3.3 Damage caused by failure to comply with operation instructions, installation instructions or maintenance instructions.
- 2.3.4 Damage caused by attempts to modify, alter, or repair products.
- 2.3.5 Damage caused by incorrect use and operation or third-party negligence and wrongdoing beyond the manufacturer's control.
- 2.3.6 Damage caused by failure to comply with applicable safety standards or regulations regarding national utility grid standard.
- 2.3.7 Damage caused by natural disasters or force majeure (including but not limited to floods, lightning, over-voltage, storms, fires, infestations).
- 2.3.8 Removal or damage of warranty seal or specification label, serial number (SN).
- 2.3.9 Low electricity generation because of environmental factors is not considered a quality issue.

2.4. Replacement

- 2.4.1 When the dealer or SolarWatt confirm a product quality issue, the faulty product will be replaced.
- 2.4.2 For the product that has been replaced, the remaining warranty entitlement will be transferred to the replacement.
- 2.4.3 SolarWatt is only responsible for the company

product's replacement, but does not assume any other special damages, consequential damages (including loss of profits, loss of goodwill, loss of business reputation, or delay etc.).

- 2.4.4 This warranty does not affect the consumer's enjoyment of any other rights, laws and regulations relating to sales of consumer goods provided for in the host country or region.

3. LITHIUM BATTERY WARRANTY



3.1. Product Quality Standards and Warranty

This warranty is applicable to the SolarWatt 5KW/100AH Lithium Battery only.

SolarWatt warrants to the purchaser that the product is free of defects relating to quality of material and performance.

This warranty is valid for three (3) years from the earlier of the date of installation of product or six (6) months after the date the product was manufactured.

The warranty covers the repair or replacement of the defective product if returned within the warranty period. Any replacement or repair of the product will cover the remaining warranty period of the product, and not a renewal of the warranty period.

3.2. Warranty Conditions

- 3.2.1 The product was purchased from SolarWatt.
- 3.2.2 The official SolarWatt serial number is visible.
- 3.2.3 The product has been utilized in accordance with the manual.

3.3. Limitation of Liability / Warranty Exclusions

- 3.3.1 SolarWatt excludes all liability for product damaged because of the following:
 - 3.3.2 Inverter / UPS or charger failure
 - 3.3.3 Product used with inverter / UPSs and chargers not certified by SolarWatt.
 - 3.3.4 Product installed outdoors or in an environment unsuitable for operation.
 - 3.3.5 Battery not installed or operated according to the product manual.
 - 3.3.6 Product negligence due to transportation,

misuse, attempt to reduce product life, storage etc.

- 3.3.7 Modification or repair of battery performed by a person other than a SolarWatt certified installer or professional.
- 3.3.8 Accidents or force majeure events impacting product condition.
- 3.3.9 Product exposure to water, conductive dust, or corrosive gas.
- 3.3.10 General wear and tear, deterioration, defects that impact product performance.
- 3.3.11 Theft or vandalism of product or any of its components.

4. CLAIM & SERVICE CONTACT

Claims to be made with SolarWatt directly. The consumer should notify SolarWatt within 48 hours of discovering product defect.

Claiming Process Under Warranty:

- Present original certificate of warranty declaration.
- Submit the invoice for procurement of the product indicating the date of delivery.

To claim directly from SolarWatt, please contact:
Phone - 021 788 5532

Email - info@solarwattafrica.co.za

Address - 14 Gateway Close, Capricorn Business Park, Muizenberg, Cape Town, South Africa

SolarWatt may reach out for further information regarding product defect. Testing may be required to support the claim. Final verification is at the full discretion of SolarWatt.

The consumer will be liable for the cost of product testing by third party testing service companies, in the event of a claim dispute.

Service Contact

Consumers can contact the local dealer or distributor to discuss how to proceed. Please visit www.solarwatt.africa for dealer/installer's contact details. Of course, customers may also contact SolarWatt headquarters if they need help or advice.