

# Renac Power Inverter Warranty Terms and Conditions

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## Overview

Renac Power Technology Co., LTD. (hereinafter referred to as Renac) warrants that, subject to the exclusions and limitations set out below, the inverter and accessory product Renac provides shall be in good working order during the period of:

1. 5 years limited warranty for on-grid inverters including : Mini, Macro, Note, LV, Pre, Navo,Plus,Max series, and hybrid inverters including : HL,HV series.
2. 2 years limited warranty for off grid inverter HF series, and accessory products including WiFi Kit, GPRS/4G Kit, CT, Smart Meter, Combiner Box, EPS Box, UDL Box.

Starting from the earlier one of following two dates:

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

## Warranty Scope

This Renac warranty includes the cost to Renac for work and material necessary to regain faultless functioning. Claims for compensation for direct or indirect damages arising from the defective inverter are not covered by this warranty.

For return transportation, inverter or components must be packed in their original or equivalent packaging.

Renac keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works.

If an inverter fails while it is under Renac factory warranty, it will be:

- Repaired By Renac
- Repaired on-site
- Exchanged with a refurbished inverter that includes all firmware updates.

If the inverter needs to be exchanged, the remaining factory warranty entitlement will be transferred to the replacement unit, i.e. the warranty period of 66 months from production of the original device will continue. In this event, you will not receive a new warranty certificate, as this replacement will be registered by Renac. If the remaining warranty period is less than one year, you will automatically receive a full year warranty for the remaining warranty period of the replacement unit.

This Renac Warranty is applicable in all the countries where the product is sold through recognized Renac partners, except Australia, New Zealand or European countries (which applies for other terms and conditions)

Renac under its own discretion has the right to decline the replacement of the device if the terms and conditions on the warranty is breached.

## Warranty Limitations

To provide excellent service to Renac's end users, all Renac authorized dealers or distributors are requested to respond to your warranty claim. Renac will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by Renac for the following investigation:

- The damage is only cosmetic and has no impact on the functioning of the device;
- Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
- Faults or damages due to faulty installations or operations, maintenance carried out against Renac instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable.
- Changes have been made, or repairs been attempted by non Renac technician, or series number or seals has been erased;
- The defect has been caused by force majeure (violent or stormy weather, lightning, over-voltage, fire etc.)
- The product has been installed or commissioned incorrectly;The device has been used improperly or misused;
- 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 Renac warranty does NOT cover the inverter or accessory damage caused by such lightning.
- Usage which does not comply with the safety regulations (VDE, IEC, etc.).
- Faults or damage caused by other factors not related to product quality issues.

- 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 Renac's written confirmation/approval prior to the installation.
- Combining Renac's storage product with a lead acid battery pack or any other lithium battery pack out of our list of compatible batteries.
- Product failure is not reported to Renac within one month of appearance.

## **Out of Warranty**

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 Renac as out-of-warranty cases. For all out-of-warranty cases, Renac may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer

## **Warranty Claim Process**

To make a claim under the warranty terms of Renac , you will need to supply us with the following information and documentation regarding the faulty inverter:

- Product Model No ( e.g. R3-12K-DT) and the serial Number (e.g. 810123119096001).
- Copy of the invoice and warranty certificate for the inverter.
- Error message on LCD screen and additional information regarding the fault/error.
- Detailed information about the entire system (modules, circuits, etc.).
- Documentation of previous claim/exchanges ( if applicable).

## **Extension of Warranty Period**

For Renac On-Grid and Hybrid inverters, you may apply for a warranty extension up to 24 months from the date of production from Renac by providing the serial number of the unit. Renac may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 10, 15 or 20 years. For more details please send emails to [service@renacpower.com](mailto:service@renacpower.com).

Once the purchase of the warranty extension has been processed, Renac will send the warranty extension certificate to the customer confirming the extended warranty period.

Unless a special/unique agreement exists between Renac and the customer, the extended warranty covers only the cost of hardware material required to get the device functioning again. It excludes any inbound/outbound transportation costs or labor costs of replacement/on-site service. 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 Renac's warranty extension options

Latest information on the terms of warranty and local service hotline can be obtained from our website [www.renacpower.com](http://www.renacpower.com).