
Warranty Terms And Policies Of Sermatec (V2.0)

STANDARD WARRANTY

Except for a special clause in the purchasing contract, Shanghai Sermatec Energy Technology Co., Ltd. (hereinafter referred to as Sermatec) grants a two-year factory warranty covers SMT-30/60-AD; SMT-30/60-DC; SMT30/60-MT; SMT-STS-60K/120K/240K/480K series of energy storage products, and a five-year factory warranty for all residential hybrid inverters SMT-3.68/5K-TL-LV, SMT-6/8/10K-TL-TH, a two-year factory warranty for all Smart Meters, a ten-year factory warranty for LV3584, HV5324. The Sermatec factory warranty covers all for repair and spare parts for the agreed period, beginning from the earlier date of the following two:
First installation date or 6-months after the shipment dispatch date from Sermatec delivery.

EXTENDED WARRANTY

For residential products SMT-3.6/5K-TL-LV, SMT-6/8/10K-TL-TH purchased from Sermatec the Extended Warranty can be purchased for a period of 6,7,8,9 or 10 years. The purchased Extended Warranty is uniquely bound to the product and cannot be transferred.

The Extended Warranty price list and related service requirements are available from Sermatec sales.

WARRANTY POLICIES

If the machine fails or the machine does not work due to technical defects or inverter material problems during the warranty period, please contact the company's service team at support@sermatec-ess.com, provide the device serial number, error information to register. For end customers using inverters, please contact your distributor or any authorized service installer from Sermatec to report your machine problems. According to Sermatec's warranty terms, if the machine fails, please provide the following information or documents (this information will help the after-sales service team to deal with the machine problem):

- Product model and serial number.
- The error message of the machine system (if available, please provide) and other error messages can be described.
- Based on detailed information on the entire power generation system (including solar modules, battery brand and series, backup load type and power, AC load type and power, wiring diagram of the inverter, etc.)
- Previous error messages (if available, please provide)

If the machine fails during the standard warranty period of Sermatec, the following solutions will be provided.

- Fix the issue by changing settings, configurations or upgrading firmware
- Repair the product by changing spare parts
- Exchange the products with a good one

During the warranty period, the replaced machine will automatically extend the remaining warranty period of the failed machine within its warranty period. Therefore, you will not receive a new warranty certification, and the internal system of Sermatec will automatically register the change after you report the new machine SN to support.sermatec-ess.com. In addition, the new machine will have a warranty period of at least one year, regardless of whether the warranty period of the faulty machine is valid.

Purchase Invoices should be properly kept in case of need. If the machine or its parts need to be shipped back, please be sure to package it in an original way or in the same way.

The standard warranty of Sermatec covers the material costs of machine repair but does not include other costs, including the labor cost, the cost of transporting the machine to the installation site, as well as the travel expenses of Sermatec or purchaser's personnel. In addition, direct or consequential losses due to machine failure are not included.

WARRANTY DISCLAIMER

The machine problem caused by the following conditions is not covered by Sermatec's standard warranty:

- The products were out of warranty (Except for the extension of the warranty service by both parties)
- Not according to product specifications or related installation and maintenance requirements to work.

Nonproduct-defined work environment. Failure or damage caused by storage or use. Such as installation distance, ventilation, improper use of waterproof, etc.

- Private disassembly, repair, refit the machine or upgrading firmware without authorization from Sermatec.
- Failure and damage due to unforeseen or human factors or force majeure, etc. Such as stormy weather, floods, lightning, grid surge, pests and fires, etc.
- Modify the product, change the design or replace the parts without authorization from Sermatec.
- Intentional destruction or defilement, make indelible marks, theft, etc.
- Normal wear.

· Unless a special agreement between Sermatec and Lithium battery suppliers, for all the battery packs not listed in 'Approved battery options statement of Sermatec residential hybrid inverters' (which could be accessed on Sermatec's website www.sermatec-ess.com) are not allowed to use on Sermatec's residential inverters, issues caused by an incompatible battery is not covered by warranty scope.

· Unless a special agreement between Sermatec and hybrid inverter suppliers, for all the inverters not listed in 'Approved inverter options statement of Sermatec batteries' (which could be accessed on Sermatec's website www.sermatec-ess.com) are not allowed to use on Sermatec's batteries, issues caused by an incompatible inverter is not covered by warranty scope

- Not used in accordance with correct safety regulations requirements. (Such as VDE,IEC, etc.)
- Failure or damage caused by quality problems of other non-Sermatec's products.
- Damage caused by transportation (Including the casing scratches caused by the movement of the packaged product during transportation).
- Rust corrosion on the machine casing due to harsh environment.

SERVICE AFTER WARRANTY EXPIRES

For products out of warranty, Sermatec will charge for on-site service fees, materials, labor and logistics fees, including but not limited to any or all of the following:

On-site service fees: Travel and accommodation costs of technical service engineers;

Materials fees: Replaced parts costs (Including transportation and management costs).

Labor cost: Technical service engineer working hours fees, Includes repair, maintenance, installation (hardware or software) and commissioning of the machine fees;

Logistics fees: This includes the cost of shipping from the customer to Sermatec and cost of shipping the repaired machine from Sermatec to the customer.

GEOGRAPHICAL SCOPE

These warranty terms and conditions apply to the international market including China's mainland. It applies for the devices which are originally purchased from channels authorized by Sermatec and installed in the destination defined within the international market mentioned above unless there are specially stipulated warranty terms and conditions between Sermatec and the direct purchaser. For any units sold for one country/region but installed in another different country/region, the warranty will become invalid if Sermatec does not provide written confirmation/approval prior to the installation.

On-site service fees: Travel and accommodation costs of technical service engineers;

Materials fees: Replaced parts costs (Including transportation and management costs).

Labor cost: Technical service engineer working hours fees, Includes repair, maintenance, installation (hardware or software) and commissioning of the machine fees;

Logistics fees: This includes the cost of shipping from the customer to Sermatec and cost of shipping the repaired machine from Sermatec to the customer.

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