

# Anhui Sunrange New Energy Technology Co., Ltd.

## Solar system warranty Term

### 1. Warranty period

For the solar panel you purchased, you receive a SUNRANGE factory warranty valid for 25 years 80%

power output, 10 years 90% power the date and no more than 25 and a half years from the delivery date from SUNRANGE.

For the charge controller,inverter, DC combiner box, DC/AC distribution cabinet you purchased, you receive a SUNRANGE factory warranty valid for 5 years from the date and no more than 5 and a half years from the delivery date from SUNRANGE.

### 2. Major Failures

In the standard factory warranty period, customers are entitled to a replacement of the product when products are faulty approved by SUNRANGE.

Customers are entitled to have the products repaired or replaced if the goods fail to be of acceptable quality and the failure amount to a major failure (See below "Major Failures").

A major failure occurs where:

- a) the product acquired by the customer would not have been acquired by a reasonable consumer fully acquainted with the nature and extent to the failure
- b) the product differs in one or more significant respects from description or sample if supplied by description or sample
- c) the products substantially unfit for a purpose for which products of the same kind are commonly supplied and they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose
- d) the products unfit for a disclosed purpose that was made known to SUNRANGE or a person who made any prior negotiations before the purchase was made and they cannot, easily and within a reasonable time, be remedied to make the product fit for such a purpose.
- e) the products not of acceptable quality because it's unsafe.

### 3. Warranty condition

This warranty includes all defects of design, components and manufacturing.  
Excluded from warranty

are

damages

due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation

- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

#### **4. Warranty claim**

If a device becomes defective during the agreed SUNRANGE factory warranty period and provided that will not be impossible or unreasonable, the device will be, as selected by SUNRANGE:

- repaired by SUNRANGE or
- repaired on-site, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this

case, you do not receive a new certificate since your entitlements documented at SUNRANGE.

Excessiveness in the meaning above exists in particular the cost of the measures for SUNRANGE would be unreasonable

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that SUNRANGE customers could revert to without significant inconvenience.

#### **5. Warranty procedure**

Please note customers have full responsibility to fill in *warranty claim forms* before they send faulty equipment back to SUNRANGE. If customers don't fill in warranty claim form according to the following general warranty procedure, SUNRANGE has no responsibility for any returned equipment from these customers and SUNRANGE are entitled to refuse non-qualified claims.

Please read the below notes before fill in SUNRANGE

*Warranty Claim Form* The general warranty service procedure is:

- a) Original customers (end user) can call our service hot line for general inquiry or equipment failure. Our qualified engineer will guide them try to fix it, or confirm the fault.
- b) Installers a end site. Installers can call our service hot line when inspecting & troubleshooting equipment on site. If possible, our qualified engineer will guide you try a quick fix on site. Installers have the right to replace it.

problem doesn't fix on site. However, if you had replaced equipment twice for the site, please contact SUNRANGE for further assistance, field service engineers can end site if necessary.

Further care for original customer also can be made if required, book on phone or via email.

c) Customers (Here customers include installer, distributor, or even end user) fully complete *SUNRANGE Warranty*

*Claim Form* on site before they take off faulty equipment. Form with insufficient or incorrect faulty descriptions will cause rejection, and delay of replacement release.

d) Customers send faulty equipment with *Warranty Claim Form* to our service center.

**Note: if a replacements required firstly, please just send the SUNRANGE *Warranty Claim Form* to us, we also can consider to send the replacement prior, in such cases we will inspect the unit once it returned to SUNRANGE.**

e) Our qualified repair engineer will inspect & test returned equipment carefully. No fault description or incorrect description will cause tremendous delays. No faulty found equipment will return to the original customer with test report.

f) Generally, we can release replacement equipment in 5 working days. However, we will notify customer the

delay of replacement release if equipment returned with insufficient or incorrect faulty descriptions. g) Once the faulty equipment been replaced on site, the "Replacement Information" area on SUNRANGE *Warranty Claim Form* is required to be filled in and return to SUNRANGE.

h) Signature or seal stamp is required for a valid SUNRANGE *Warranty Claim Form* can be accepted by SUNRANGE.

i) Customers may be required to provide the equipment warranty card, original purchasing & installation invoice, or other related materials. This is also stated on the SUNRANGE warranty card comes with product. SUNRANGE may refuse to service, if customers failed to provide.

## **6. Contact**

For warranty claim or technical support please contact our service center:

Anhui Sunrange New Energy Technology Co., Ltd.

Tel: +86 (199) 0966 3060

Email: [info@sunrangeenergy.com](mailto:info@sunrangeenergy.com)

Add:8th Floor, Area G, Building 3, 1201 Huafeng Road Shushan District, 230031 Hefei, Anhui, China

### **Warranty Claim Form**

**Note: Signature or Seal stamp required. Please print, sign or stamp and then email to Sunrange.**

**Sunrange shall have no obligation for unqualified application such as incorrect information or missing necessary information.**

Product Model:

Serial Number

(S/N) : Company

Name :

Contact Person :

Contact

Number:

Contact email

:

Company Address:

Replacement Deliver

Address : End user

email/phone :

Date of Installation:

#### **Input & Output information**

Solar Panel

Voc.(V):

Vmp.(V):

Pmax.(W):

Controller

Voc.(V):

Vmp.(V):

Pmax.(W):

Inverter

Voc.(V):

Vmp.(V):

Pmax.(W):

Battery:

Voltage(v):

Capacity(ah):

#### **Fault Description**

LCD display

reads: LED

status (color):

Detailed Description, frequency of fault:

*The following information must provide after faulty equipment been replaced*

**Replacement Information**

Product Model:

Serial Number (S/N):

Replaced  
by:  
Replace  
Date:

**Replacement Information**

**Warranty Claim Authorized signature:**