



# WARRANTY TERMS & CONDITIONS (V1.5)

(For US markets only)

## ABSTRACT

This document described details of warranty terms and conditions of SolaX brand products which sold and installed in US markets from the date 1st Jan 2024. For any other products that sold or installed before the date, please refer to previous version of warranty documents accordingly.

### Warranty Terms & Conditions (For US markets only)

Solax Products are manufactured by SolaX Power Network Technology (Zhejiang) Co., Ltd. The company (hereinafter referred to as Solax) provides the following warranty to the purchaser (the customer) of the products. (Here, the customer is deemed to be the owner of the installed inverters/products at first sale). This \*Limited Manufacturer Warranty is applicable for all products as listed in the **Table 1**, which sold and installed from 1st Jan 2024.

#### 1. Product Warranty

This warranty only applies when the Products are purchased from an authorized reseller and installed by an installer who is certified by SolaX or its distributors.

#### 2. Warranty Terms

SolaX warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which SolaX is responsible during the agreed warranty period, SolaX will at its discretion:

Fix the problem by updating the software or changing the configurations; or

Repair the defect on the premises of SolaX or on the customer's site; or

Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device;

These services performed by SolaX service partners who have undertaken proper training.

#### 3. Transportation costs

Unless there are some unique agreements signed between SolaX and the customers (the distributors), the warranty covers only the cost of materials and labor work that makes the products functional. Besides, the transportation costs of replacement units, including shipments, are covered by this warranty in the United States or Canada to pointed destination by the customer.

#### 4. Warranty Period

SolaX warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Warranty Period
A1-Hybrid G2/A1-AC G2: (A1- HYB/AC-3.8K-G2; A1- HYB/AC-5.0K-G2; A1- HYB/AC-6.0K-G2; A1- HYB/AC-7.6K-G2 ) A1-BI G2; A1-BI PRO-G2;	12 years standard warranty starting from the earlier one of the following two dates: <ul style="list-style-type: none"><li>● The date on which the product was first installed;</li><li>● 9 months after the date of production;</li></ul>
A1-Micro 1 in 1	25 years standard warranty starting from the earlier one of the following two dates: <ul style="list-style-type: none"><li>● The date on which the product was first installed;</li><li>● 9 months after the date of production;</li></ul>

Accessories-1: CT; Acrel meter; Pocket WIFI 3.0; Pocket WiFi+ LAN; Pocket WiFi+ 4G; SW-80-G2 (Switch box); Meter box;	5 years standard warranty starting from the earlier one of the following two dates: . <ul style="list-style-type: none"> <li>● The date on which the product was first installed;</li> <li>● 9 months after the date of production;</li> </ul>
Accessories-2: ECC; ECC-PLC;	<ul style="list-style-type: none"> <li>● 3 years standard warranty, starting from the earlier one of the following two dates:</li> <li>● The date on which the product was first installed;</li> <li>● 9 months after the date of production;</li> </ul>

Battery series	BMS	Battery	Warranty Period
T-BAT-SYS-HV-5.0	TBMS-MC60060	TP-HS50	12 years standard warranty starting from the earlier one of the following two dates: <ul style="list-style-type: none"> <li>● The date on which the product was first installed;</li> <li>● 9 months after the date of production;</li> </ul>
<p>Energy throughput 19 MWh. Capacity measurement condition - Ambient temperature: 25-30°C - Initial battery temperature from BMS: 25-30°C - Current and voltage measurement at battery DC side - Charging/discharging method Charge: 0.2CC/CV (Constant voltage (58.4)V, Cut-off current (0.05)C) Discharge: 0.2CC/CV, (Cut- off voltage 42.5V) Current</p> <p>Solax warrants and represents that the product retains at least 70% of Nominal Energy for either 144 months after the commissioning date or for a minimum Energy Throughput as per the table indicated below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by Solax. The product DoD is 90% and during warranty period, it can safely operate at the range of this DoD.</p>			

In the event of product replacement, the remaining warranty period shall be transferred to the substitutive product. SolaX will automatically register such replacement, and you will not be provided a new certification. If a Product is eligible for repair or replacement, the applicable warranty period will be extended by the number of days that elapse d between the date of the warranty claim and the date of repair or replacement.

If the remaining warranty period is less than 1 year, the warranty period of the device and its substitute will be extended to 1 year automatically.

## 5. Warranty Registration

The direct customers who have purchased SolaX products shall register these products and upload the information (such as the original purchase invoice, inverter SN, and contact information) within 90 days from the date of commissioning of the products (register online: <https://www.SolaXcloud.com/#/warranty>).

If customer fails to register a SolaX product before the deadline, the product warranty period will be counted automatically from 9 months after the date of production.

## 6. Warranty Extension

A warranty extension of 3 years of limited warranty extension can be purchased via SolaX cloud website after finish online monitoring registration for the mentioned inverter no later than 6 months after its first installation date (or 12 months after production date)

The new warranty period of the units will automatically include the extended warranty and the remaining warranty. SolaX has the rights to change the payment policy for warranty extension or reject any application received at a later point of time.

The warranty extension will apply to the BI (Backup Interface) connected to the inverter, too.

## 7. Warranty Claim Procedure

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the inverter, they will contact with Solax if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with Solax service team ([service.us@solaxpower.com](mailto:service.us@solaxpower.com)) or contacting via Solax official website <https://www.solaxpower.com/contact/> accordingly.

Please note, in order to deliver a friendly and timely service, Solax cooperates with several distributors and installers all over the world. As such, please treat them as the default service channel of Solax and use these service channels to make your warranty claim; Solax will support and audit service channels to ensure good service to customers.

For a warranty claim, the following information needs to be provided:

- 1). Contact information of claimant, including name of the person, 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. Any claims shall be made within one month of failure date to be considered under the warranty.
  - 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 needed.
  - 4). Error message on LCD screen (if applicable) and additional information regarding the fault/error.
  - 5). Description of actions taken before the failure and detailed information of previous claims (if applicable)
- Solax 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 Solax or an authorized third-party company. Solax reserves the right not to enter the site should the Solax technician consider it unsafe to do so.

While we processing the replacement action, the following information needs to be provided:

A completed warranty claim form (Solax RMA form);

A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory and/or extended warranty, or the date of installation;

Solax reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information;
- If the product (Solax inverter or/and accessory) is replaced without the prior consent of Solax;
- If the defect that is claimed is not caused by defective materials or workmanship;

Solax will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product of replacement is found to be free from defects in materials or workmanship, or the product is found not to be covered by this Limited Warranty.

If the faulty device is not returned to Solax within 6 weeks after replacement, our company reserves the right to charge based on the current market selling price of the machine.

## 8. Warranty Limitation

This limited warranty applies to products sold and installed after date of 1st Jan 2024, and sold through SolaX or authorized resellers. The defective parts or units replaced under a warranty claim become the properties of SolaX, and must be returned to SolaX or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging. The product is not covered by warranty in the following cases:

- A. The product is out of the warranty period.
- B. Product failure is not reported to SolaX within 1 month of occurrence.
- C. Failed to comply with SolaX all installation manual or maintenance instructions for products.
- D. Failed to comply with the safety rules and regulations in respect of the products.
- E. The products were damaged during transportation, but the claimant signed the delivery receipt without double-checking the outside and inside of the package and taking pictures as evidence, as the delivery receipt had requested. The inspection in this section has to be done within 10 business days after products arrival.
- F. The replaced products have not been returned to SolaX or cooperated partners (distributors) within 30 days.
- G. The defect is caused by improper use (wrong cable wiring), misuse (wrong grid safety regulation), abuse, accident, or negligence.
- H. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to SolaX.
- I. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third- party, or any other force majeure factors.
- J. The damage or defect is caused by embedded or external software or hardware (e.g. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from SolaX.
- K. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced).
- L. Flaws (e.g. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the products.
- M. Normal wear or tear (Ageing etc).
- N. Travel and subsistence expenses as well as on- site installation, modification and normal maintenance costs.
- O. Duties, import/ export fees or costs and other general administrative costs.

The substitute products with technical improvement may not be entirely usable with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

Furthermore, 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 power generated during the product downtime are not covered by this warranty.

In any other case, whether in contract, tort, or otherwise, the maximum compensation for customer losses caused by its faults shall not exceed the amount paid by the customer for the purchase.

## 9. Service after Warranty Expiration

For products which are out of warranty or invalidation, SolaX provides an additional charge service, which includes the on-site service fee, materials fee, labor cost, and logistic fee:

- On-site service fee: Travel cost and time for the technician to perform on-site services and the cost of labor time for the technician to install, analyze, repair, test and maintain faulty products.
- Materials fee: Cost of replacing the parts or units or any other relevant materials.
- Logistic fee: Cost of delivery, including the costs of shipping the defective products from end users to SolaX,

or/ and the costs of sending the repaired products from SolaX to end users.

## 10. Geographical Scope

This Limited Warranty terms and conditions only apply for the products which are originally purchased from SolaX' s authorized channels and installed in the destinations defined within the United States and Canada, unless there are special agreements signed between SolaX and the direct purchaser. For any units purchased in one country/ region but installed in another country/ region, the warranty will become invalid if there is no written confirmation/ approval from SolaX prior to the installation.

**Special Point Out**  
Regarding HYBRID INSTALLATION

**I. For Hybrid inverters installed with Triple Power batteries:**

- The default minimum capacity is 10% (can be changed to a higher level). During night time (no PV), when the battery is discharged to the minimum capacity, usually it will go into the “Idle mode” or “Standby mode”. However, the whole hybrid system is still consuming power. Therefore, you may see that the battery capacity sometimes goes down to low than 10%. When the battery capacity is down to 5% (protection level), it will trigger a charging demand, which requests charging from grid until it goes back to the normal minimum capacity level, it may happen in the night time or during winter time when there is no enough PV production or during bad weather days. This is a normal behaviour and won't affect the battery life.
- It is recommended to force charging battery from grid timely during bad weather (like continuous snowstorm, raining, cloudy days), so as to ensure that the battery won't be fully discharged (0 capacity) under such situations. Besides, manually switching off the whole system is a good choice as well when under such conditions.
- When adding a new extra battery to the existing system, it is requested that the new battery has the same capacity level with the existing battery system before it is added (pre-charge the original battery system and new battery to the full capacity, and then install them together), please check triple power battery user manual regarding this point;
- When charging a battery from grid, consider its self-consumption during this process. The total energy taken from grid won't be completely the same as the total energy discharged from the battery system. Hence, the warranty claim under such conditions will not be accepted.

**II. For Hybrid inverters installed in completely off-grid settings:**

- It is requested that off-grid installation is inspected annually by a qualified electrician and recorded in form of documentation (See Table 2 for details) . Failure to comply with the described requirement to maintain the equipment may invalidate any warranty claims;
- For better analysis and troubleshooting in case of a warranty claim, it is recommended that the customer register the inverter system online; otherwise, the customer will need to provide detailed information in Solax RMA form for the warranty claim;
- The load installed with an off-grid system shall be calculated on the basis of its rated power; otherwise, it may have EPS Overload fault during night time or when there is not enough production from PV and battery, especially for inductive loads. Damages to inverters caused by incorrect installation will not be covered by the warranty.

\*This Limited Warranty is a basic warranty promise from Solax to the end users. In certain countries/regions, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by Solax's local distributors; should any claims arise in this respect, please direct them to the local distributor. Please note this limited warranty statement may NOT be the latest version, if any needs, please contact with Solax to get the latest version.

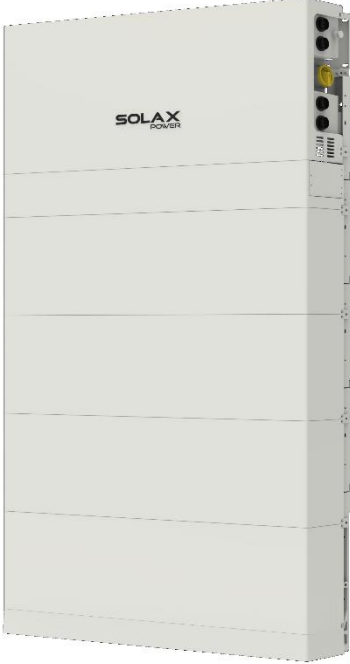
**Appendix:**

**Table 2: Annual Inspection Checklist**

Annual Inspection Checklist		
Inspection Items	Confirm compliance with printing ✓, Not involving item printing /	Exception Handling
Photovoltaic module configuration, PV open circuit voltage < 500V		Feedback to the installer for handling
There is no deformation, corrosion, looseness, or damage to the cables and wiring terminals		Feedback to the installer for handling
There is an external fan, please confirm that there is no blockage in the fan		Feedback to the installer for handling
Does the EPS port output voltage meet $230V \pm 10V$		Feedback to the installer for handling
EPS port output frequency, please check the set value. If 50HZ is set, output $50HZ \pm 0.5HZ$ . If 60HZ is set, output $60HZ \pm 0.5HZ$		Feedback to the installer for handling
Is there any situation where the load cannot be carried		If so, confirm whether EPS is connected to inductive loads with high starting current, such as water pumps, fixed frequency air conditioners, motors, etc. When this type of load is started, it may cause EPS overload. It is recommended not to connect it to the EPS port
The battery is running normally		Feedback to the installer for handling
When connecting the Triple Power battery, it is recommended to set the min SOC of the battery to be higher than 10%		Due to off grid operation, if $SOC \leq \text{min SOC}$ , the inverter cannot enter EPS mode, and the battery needs to be charged to SOC of 31% to restore EPS output
If the system is connected to lead-acid batteries, the NTC wiring should be firmly and reliably connected to the battery		Feedback to the installer for handling



**Table 3: Product and Appearance**

Product	Appearance
A1-ESS-G2 (system);	
A1-Hybrid G2/A1-AC G2;	
A1-BI G2;	

TBMS-MCS60060 (BMS);  
TP-HS50 (Battery);  
Battery Base;



Meter/CT;  
Regular CT;  
Flexible CT;



Pocket WiFi 3.0;  
Pocket WiFi+ LAN;  
Pocket WiFi+ 4G;



SW-80-G2 (Switch box);



A1-Micro 1 in 1



ECC;



ECC-PLC;

