

# Warranty Terms V1.0

**LiFePO<sub>4</sub>**



# Warranty Terms - WeVolt Energy

## 1. Warranty Duration

WeVolt Renewable Energy Limited (hereinafter referred to as "WeVolt Energy") offers warranty services that meet the warranty scope and conditions for its manufactured solar energy storage products.

Details are as follows:

Products Standard warranty period (Years) / Service modes

### INVERTERS

Hybrid Inverter (5KW~15KW IP65)

10 Years

- 1-5 Years: warranty from the date of inverter factory shipment
- 6-10 Years: technical support and free accessories for maintenance

OFF-GRID (3.6KW~6KW IP54)

3 Years warranty from the date of inverter factory shipment

OFF-GRID (1.5KW~3KW IP21)

2 Years warranty from the date of inverter factory shipment

### LITHIUM BATTERY

5 Years

- 1st-5th Year: free replacement of battery cell, BMS or new battery if quality issue

## 2. Warranty Conditions

Products purchased and installed through WeVolt Energy or its authorized partners are eligible.

- Products purchased through illegal channels (new, second-hand or refurbished) are not covered.
- During the warranty period, WeVolt Energy covers the cost of parts/materials but not labor for uninstall/re-install.
- Compensation is limited to the amount paid by the customer.
- Returned products must use original/equivalent packaging; otherwise, compensation costs apply.
- Battery performance is tested under 80% depth of discharge,  $25 \pm 3^{\circ}\text{C}$ ,  $\leq 0.5\text{C}$  charge/discharge.

## 3. Product Repair

If malfunction occurs during the warranty period:

- Contact WeVolt Energy via phone/email with claim form and details.
- Service options include: remote technical support, on-site repair by authorized partners,

or return to WeVolt Energy repair center.

- If a product is irreparable/discontinued, WeVolt Energy may replace with equivalent product.
- Replacement inherits the remaining warranty period of the original.
- Customer covers round-trip shipping costs for returns.

#### **4. Non-Warranty Liabilities**

Warranty is void in cases of:

- Missing serial number/product model or invoice.
- Broken seals, unauthorized modifications/repairs.
- Transport damage or incorrect installation/commissioning.
- Misuse, insufficient ventilation, ignoring manuals/regulations.
- Outdoor installation beyond rated altitude/temperature, coastal corrosion, dust/water ingress.
- Capacity loss due to normal wear or long inactivity (>6 months).
- Force majeure (lightning, storm, fire, etc.).

For invalid warranty cases, WeVolt Energy may charge service fees (parts, labor, logistics).

WeVolt Energy's responsibility is limited to repair or replacement under these terms.

#### **5. Out-of-Warranty Service**

For products beyond the warranty period, WeVolt Energy can still provide service with fees, including:

- On-site service charges
- Material costs
- Logistics costs

#### **6. Other Terms**

- Purchase receipt must be kept for warranty claims.
- These are the only express warranty terms of WeVolt Energy; no other implied or oral guarantees apply.
- Warranty is not a guarantee of product lifespan or future availability of same model.
- Unless a separate agreement is signed, these terms prevail.
- WeVolt Energy reserves the right to update warranty policies according to law.
- Final interpretation rights belong to WeVolt Energy.

#### **Contact:**

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