

# Envertech Warranty Terms & Conditions

This policy governs the Envertech Microinverters (Model: EVT series) and Monitors (Model: EVB series) covered by Envertech' warranty. Parties wishing to participate in the policy must abide by the procedures and requirements set forth in this policy. Envertech may, at its sole discretion, reject the exchange of any microinverter not returned as required in this policy.

## 1. Warranty Claims

The standard warranty period for Microinverters: 15 years.

For the built-in Wi-Fi module of the Microinverters: 3 years.

For EVB series: 3 years.

NOTE: THIS WARRANTY POLICY IS LIMITED TO ENVERTECH MICROINVERTER AND ENVERTECH MONITOR RANGE ONLY.

IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY ENVERTECH ALONG WITH AN ENVERTECH MICROINVERTER, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

The effective warranty period starts from the earlier of:

- a. 4 months from the date the products are manufactured by Envertech,
- b. The installation date of the product.

Products that are manufactured by Envertech after 1st June 2023 and not registered on Envertech Warranty System will receive a Legal Warranty of 2 years. To get a full warranty, please register your product on Envertech Warranty System <https://www.envertecportal.com/warranty/registration>.

An extended warranty period that covers an additional 5 years for microinverters is available for purchase within 2 years from the installation date. (See Section 7 for information relating to the warranty extension).

Exchange services apply only to microinverters within their warranty period or extended warranty period.

The warranty applies to the original Envertech product purchaser and is transferable only if the product remains installed in the original location. This warranty policy will apply only to microinverters installed by a qualified professional. The warranty policy will be rendered invalid when microinverters are sold secondhand through unlicensed sales channels.

To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to [service@envertec.com](mailto:service@envertec.com).

Note:

If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. Envertech will work directly with the distributor to replace a faulty microinverter if it is deemed eligible under the terms of the Policy. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a qualified installer to arrange an on-site inspection.

## 2. Limitation of Liability

Subject to the conditions set out below, Envertech warrants that the products will correspond substantially with their specifications at the time of delivery and will be free from material defects. In the event of damage related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Envertech' warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding; social causes such as war, turmoil, government intervention, strikes, embargoes, market conditions, etc.)
- b. Improper or non-compliant use
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product)
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment
- f. Damage during transportation
- g. Unauthorized repair attempts
- h. Unauthorized removal and reinstallation
- i. Normal appearance wear, including discoloration and scratches
- j. Defects that have no impact on the power generation after two years from the effective warranty date, including LED indicator failure
- k. Damage caused by defects of other components in the solar power system

Furthermore, if the original identification marks (including trademark and serial number) of the product have been defected, altered or removed, the limited warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. And the limited warranty does not extend beyond the original cost of the Envertech products.

This warranty does not extend to parts, materials or equipment not manufactured by Envertech, with respect to which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Envertech.

This warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not affect the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein are not covered by the warranty, insofar as Envertech is not subject to statutory liability. In such cases, please contact the company that sold the product.

Final claims in accordance with the law regarding product liability remain unaffected.

Envertech shall hold no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire batch of products are replaced under warranty, and the remainder of the warranty period is more than

( $\geq$ ) 90 days (starting from the date that Envertech received the complaint), the remainder of the warranty period will be transferred to the replacement product. If the remainder of the warranty period is less than ( $<$ ) 90 days, the replacement product will be covered by a 90-day warranty counting from the date that Envertech dispatches the replacement/repaired microinverter.

### 3. Exchange Service

Any microinverter qualified for exchange within the warranty period will be replaced with a new or refurbished one, which is subject to the terms and conditions detailed in this document.

Microinverter data include:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentations include:

1. Copy of original purchase invoice
2. Detailed information about the entire system (e.g. system schematic)
3. Documentation of previous claims/exchanges (if applicable)
4. RMA (Template will be provided by the Envertech Technical Service Center)

Envertech reserves the right to refuse exchange requests when adequate information is not provided. To request the replacement of a microinverter, you must contact the Envertech Technical Service Center.

E-mail: [service@envertec.com](mailto:service@envertec.com)

### 5. Inspection Charge for Microinverters Not Found Defective

If an allegedly faulty microinverter is returned to Envertech pursuant to this Policy, and is found by Envertech to be free of defects that would qualify it for replacement under this policy, or if the limitation of liability is applicable as stated in Section 2, Envertech reserves the right to apply a flat-rate inspection charge of USD100 (outside of Europe) or EUR100 (Europe) per unit, plus shipping and packaging costs.

### 6. Microinverter Replacement Procedure

Envertech must be provided with the relevant documentation as shown in Section 3. This procedure must be followed by a warranty claim to be applicable under this Policy.

- a) The installer must contact the Envertech Technical Service Center and submit the required information as shown in Section 4. The installer will contact the Envertech Technical Service Center to see if there is a solution other than replacement.
- b) If the microinverter is deemed faulty and is eligible for the Policy, Envertech will create a case number for the microinverter and inform the installer.
- c) Envertech will dispatch a replacement microinverter within 3 working days upon the creation of the case number. The microinverter will be shipped to the specified customer or installer location at Envertech' cost.
- d) The installer will install the replacement microinverter and use the packaging to repack the faulty microinverter.
- e) For a faulty microinverter that is required to be returned by Envertech, Envertech will cover the costs of collection and shipment, and the buyer shall bear any applicable value added tax. The customer or installer must assist with the shipping process. If the required faulty microinverter is not returned within 10 working days from receiving the replacement microinverter, Envertech reserves the right to invoice the relevant installer/distributor for the cost of the microinverter.
- f) With regard to a missing or defective microinverter that is required to be returned by Envertech, Envertech reserves the right to invoice the relevant installer/distributor for the value of 80% of the FOB price.

## 7. Warranty Extension

The Envertech Microinverter range is eligible for a warranty extension (for microinverter only) of 5 years (taking the maximum warranty period to 20 years from the point of installation). The warranty extension is available for purchase within 2 years from the installation date of the microinverter. To request the warranty extension, please contact [service@envertec.com](mailto:service@envertec.com) for more details.

Please make sure that the maximum PV input power does not exceed 1.5 times of the rated power of the microinverter, otherwise, the microinverter in the system will no longer be covered under extended warranty (only the standard warranty of 15 years will apply).

## 8. Consumer Laws

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement in case of a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not constitute a major one.

The consumer benefits as provided by this warranty are in addition to any other rights and remedies available to the consumer under law in relation to the goods or services which the warranty covers.

## 9. Envertech Contact

No.138, Xinjunhuan Road,  
Minhang District,  
Shanghai, China  
Email: [service@envertec.com](mailto:service@envertec.com)  
Website: [www.envertec.com](http://www.envertec.com)