



SOLIS INVERTER WARRANTY – RHI Hybrid Models - UK

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Solis Inverter are manufactured by Ginlong (Ningbo) Technologies Co., Ltd. (The Company) (referred to as Ginlong) provides the following Warranty to the purchaser (The Customer) of the Solis RHI Hybrid Inverters (The Goods). (The Customer is deemed to be the owner of the installed Goods at first sale.

1. Warranty Terms

The Company warrants all Goods to be free from defects in material or workmanship under normal use and service for a period of 5 years from the date of sale to the Customer.

The Warranty covers the cost of unit repair or replacement parts. The Goods must be returned to the Company for inspection.

The company may repair or replace faulty components at its discretion.

This warranty extends the Customer's statutory rights and cannot be construed so as to diminish such statutory rights.

2. Warranty Extension

The purchaser may apply for a warranty extension within 12 months of purchase by providing the serial number of the unit along with proof of purchase. An extended warranty can be purchased for a further 5 years (Total 10 years).

3. Warranty Limitations

The Warranty is valid only for Goods purchased either directly from the Company or from an authorized reseller of the company.

The Warranty is not transferable and applies to brand new Goods only.

Defective parts replaced under Warranty become the property of the Company.

The warranty is only honored when the batteries being used are approved for use by The Company. (please check for latest battery compatibility list before installation)

The Warranty does not cover:

- (a) Access, labour or transport costs;
- (b) Consequential damages including but not limited to loss of revenue;
- (c) Claims by third parties other than the Customer;
- (d) Defects of installation. (Except where the installation is performed by the Company);
- (e) Goods damaged as a consequence of incorrect installation. (Except where the installation is performed by the Company);
- (f) Items ancillary to installation not supplied by the Company;
- (g) Duties, import/export fees or costs and other general administrative costs;
- (h) Damage to Goods caused by misuse, improper handling or unauthorized modification;
- (i) Loss or damage occurring whilst in transit;
- (j) Accidental or willful damage;
- (k) Any Goods described in a quotation or delivery note as 'ex-display' or 'reconditioned'. (A separate Warranty extension may have been issued to cover such Goods.)

Labour, travel and delivery (to and from customer) will be charged if goods returned found to be not faulty following a warranty claim.

4. Warranty Claims Procedure

To make a warranty claim the following information needs to be provided:

- Completed RTM Inspection Form
- Product Model (ie. Solis 4G 3.6kW) and Product Serial Number (ie. 36101010101)
- Copy of the invoice for the inverter
- Copy of the installation report and MCS installation certificate

The authorised reseller will liaise with the Company regarding repair or replacement. The cost of unit repair or provision of replacement unit will be borne by the Company provided the Warranty has been validated and the Warranty period has not expired.

Where repairs must be effected at the Company's headquarters, the Company will endeavor to minimize the down time for the Goods.