



BENY Microinverter



Warranty Provision

ZHEJIANG BENYI NEW ENERGY CO.,LTD.

CHANGJIANG RD, WENZHOU DAQIAO INDUSTRY PARK, BEIBAIXIANG TOWN, YUEQING, WENZHOU CITY, ZHEJIANG PROVINCE, CHINA
TEL: +86-577-5717 7008 FAX: +86-577-5717 7007

✉ benyi@zjbeny.com

🌐 www.beny.com

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⚠️ If the models and specifications in this product catalogue change due to product updates, we will not provide prior notification.



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This provision applies to the micro inverter model: BYM500/BYM550/BYM600/BYM800/BYM1000/BYM1200/BYM2000/BYM2400/BYM2800 Monitoring device ("EMU").

When the quality problem occurs to the customer's products during the warranty period, BENY NEW ENERGY will implement replacement plan to guarantee the customer's right. In the permissible condition, BENY NEW ENERGY may appoint engineer to repair the problematic micro inverter, thus achieving the warranty provisions.

Parties involved in the replacement plan must comply with the steps and requirements set forth in this provision. BENY NEW ENERGY has the right to refuse to replace any product that does not comply with the warranty provision.

1. Description of the warranty provisions

Standard warranty period:
Micro inverter — 12 years/ 25 years(optional)
Monitoring Device — 3 years

Note: This warranty provision is limited to the BENY micro inverter and EMU itself. For related accessories or additional device of the micro inverter system, please refer to the warranty provision provided by the relevant manufacturer.

The valid warranty period starts from the earlier date of the two dates:
(1) 3 months later from the date of delivery of product
(2) The date of complete product installation

This warranty applies only to micro inverters or monitoring device installed by qualified professionals.

This warranty provisions applies to the initial buyer of BENY micro inverter.
This warranty provisions can take effect only if the product is still installed in the original position without self-disassembly and self-repair. If the micro inverter is being sold twice through an unlicensed sales channel, then the warranty provision will not take effect. If it is necessary to transfer the warranty ownership, the previous owner must send an authorized email with the specified user name and password to BENY after-service center, benyi@zjbeny. It must be confirmed and replied by BENY NEW ENERGY.

Attention:

If you are a personal user, and have any issues with the warranty, please contact your installer first. If the product is considered to meet the replacement plan, BENY NEW ENERGY will contact the installer directly to replace the problematic product. If the original installation company has stopped trading, please contact a qualified installer to arrange a site inspection.

The warranty provision described in this document only includes a product replacement and maintenance within the valid warranty period, excluding the related costs of installation and adjusting.



2. Limitation of Liability Clause

Based on the warranty commitment to the product, the products sold by BENY NEW ENERGY will generally meet its specifications and have no material defects. BENY NEW ENERGY does not approve and accept no warranty claim if the damage of the product related to the following factors occurs.

The relevant claim for damage is not covered within the BENY warranty provision due to the following factors:

- a. Force Majeure (severe over-voltage; extreme severe weather such as storm, lightning strike, fire, thunderstorm, flood; war, riots, government intervention, strike, embargo, market abnormalities and other social reasons.)
- b. Incorrect or inconsistent use of the prescribed process
- c. Improper installation, adjusting, turning on or operation (Those actions are not carried out under the guideline of the product installation manual)
- d. Incorrect heat dissipation and ventilation environment, the lack of basic heat dissipation and air convection circulation routes.
- e. Product is mounted in a corrosive environment
- f. Damage during transportation
- g. Unauthorized restoration
- h. Unauthorized disassembly and re-installation
- i. Normal wear on appearance, including discoloration and scratches, etc
- j. Defects not affecting power generation after two years from the valid warranty date, including LED indicator failure, etc.
- k. Damage caused by defects in other components of solar power systems (such as photovoltaic modules)

The limitation of liability clause will not include costs for the removal, installation, or troubleshooting of the customer's electrical systems.

The maintenance will not extend the original warranty period of the product, the remaining warranty period of the product will be transferred to the product after the maintenance. However, during the maintenance, if the remaining period is less than 90 days, the maintained product will enjoy a 90-day warranty period. If only parts are repaired or replaced, the parts enjoy the remaining warranty.

In addition, if the original logo (including the trademark and serial number) of the product is damaged, changed, or deleted, it may affect the warranty period of the product.

This warranty provision does not apply to accessories, materials or equipment not manufactured by BENY NEW ENERGY, but the customer is entitled to a warranty or guarantee of the goods provided to BENY NEW ENERGY by the corresponding manufacturer. In such case, please contact the company selling the product and make a maintenance or claim according to the legal provisions related to product liability.

This warranty does not cover defects, dents, marks, or scratches on the appearance or surface which do not affect the normal function of the product.

In addition to BENY NEW ENERGY's statutory liability, any claim beyond the warranty provision will not be covered within the scope of warranty.

If the total price of the goods is not paid in full, BENY NEW ENERGY will not bear any warranty liability.



3. On-Site Maintenance Provision

In some cases, if BENY NEW ENERGY decides to repair a defective product on site (completed by BENY engineer or an authorized technical engineer), BENY NEW ENERGY will bear the materials and labor costs incurred during the repair, as well as cost incurred during the removal or replacement of parts. However, BENY NEW ENERGY does not bear the cost related to such facets, a cost that excludes, but is not limited to the cost of transportation, inspection, tariffs, safety access equipment installed on a sloping roof, travel or accommodation, the customer's own employee expenses, or of any unauthorized third parties.

4. Alternative Service Instructions

4.1 Information required for the Replacement Service

Any product that is eligible for replacement during the warranty period will be replaced as new or refurbished, but the customer needs to offer the following details:

Inverter or monitoring equipment data:

1. product model
2. Product serial number
3. Fault code
4. Troubleshooting explanation

Relevant document:

1. Copy of procurement invoice
2. Detailed information about the entire system (e. g., system diagram)
3. Previous claims / exchanged documents (if applicable)
4. RMA return and replacement application (the template will be provided by BENY NEW ENERGY After-sales Service Center)

BENY NEW ENERGY will retain the right to reject the customer's replacement request without sufficient information. If you need a replacement, please contact the BENY NEW ENERGY after-sales service center. Email: benyi@zjbeny.com.

4.2 Description of BENY NEW ENERGY Responsibility

Upon the receipt of the necessary information listed in Section 4.1 and the fruitlessness with the assistance of the customer or personnel to resolve the problem, BENY NEW ENERGY will assign customers a unique repair number. This number will be used for the subsequent communication.

BENY NEW ENERGY will deliver the products for replacement to the designated customers or installation locations within 5 working days.

After receiving the replaced product, if BENY NEW ENERGY requests the faulty product, the customer must return the corresponding faulty product with the same packaging material as the replaced product. BENY NEW ENERGY will provide all labels, documentation and freight details to receive products claimed to be faulty. BENY NEW ENERGY reserves all right to obtain the products purporting to be malfunctioning.

Upon the receipt of the replaced product provided by BENY NEW ENERGY, it is necessary to have a qualified installer who replaces and re-debug the product on site.



4.3 Responsibility Description of the Personnel for Installation and Maintenance

When the installer or maintenance personnel conduct fault detection on the products through the testing equipment, there may be a misjudgment due to the fault of the testing equipment itself. The installer and maintenance personnel are responsible to directly cooperate with the BENY NEW ENERGY after-sales service center, so that it can avoid the return of the fault-free products. BENY NEW ENERGY after-sales service center will timely troubleshoot through telephone support or Internet service.

When the fault cannot be simply eliminated, and the replaced products need to be further obtained, the installer and maintenance personnel shall do the followings. They should perform the duties of themselves in accordance with the required information in Section 4.1 after contacting the BENY NEW ENERGY after-sale service center.

When the product is returned for BENY NEW ENERGY inspection, the installer and maintenance personnel should comply with the followings. If the product purported to be faulty does not meet the replacement conditions under this policy, the installer and maintenance personnel must provide the valid quality guarantee letter, invoice receipt and valid repair number of the product (as provided by the BENY NEW ENERGY after-sales service center).

In any case, the installer and maintenance personnel shall timely send the required items or documents to the local warehouse or the local distributor's ones.

4.4 Possible Expenses

According to the warranty provision, the product claimed to be defective is returned to BENY after-sale service. If it is not default, or if the limitation of liability applies to that described in Section 2, BENY NEW ENERGY reserves the right to request customer to pay the corresponding freight fee and packaging fee.

5. Process of Product Replacement

BENY NEW ENERGY must receive the relevant documents as described in Section 4.1, as well as a statement that the maintained products comply with the warranty provisions. The customer needs to follow the procedures described below.

f) Installer and maintenance personnel must contact BENY NEW ENERGY after-service center, and submit the necessary information as described in Section 4.1. Meanwhile, as described in Section 4.3, the installer should contact BENY NEW ENERGY to confirm if there is a solution beyond replacement.

g) If the product is considered to be faulty and meets the replacement conditions, BENY NEW ENERGY will create a repair number for the product and notify the installer and maintenance personnel.

h) BENY NEW ENERGY will deliver a product for replacement within 5 working days after the creation of the repair number. The product will be sent to the specified customer or to the installation location.

i) Installer and maintenance personnel will install the replaced product, and use the replaced product's packaging to send back the product claimed to be faulty.

j) For products claimed to be default, and need to be returned by BENY NEW ENERGY, BENY NEW ENERGY will pay the collection and shipment costs described in Section 4.2, and the customer will be liable for any applicable VAT. Customer or installer and maintenance personnel must assist in completing the shipping process. If the required product claimed to be faulty is not returned within 10 working days after customer receiving the replaced product, BENY NEW ENERGY reserves the right to claim the relevant cost of the replaced product from the relevant personnel.



6. Description of the Extended Warranty Period

If the original warranty period of BENY micro inverter is 10 years, and within 36 months from the date of finished installation and adjusting the inverter, the customer is eligible to purchase the maximum extended warranty service of 180 months. (The longest warranty period is 25 years).

Please ensure that the maximum PV input power does not exceed 1.4 times the rated power of the micro-inverter, otherwise the micro-inverter in the system will not enjoy an extended warranty service.

For the need of an extended warranty, please contact benyi@zjbeny to learn more information.

7. Consumer Regulations

If you obtain a product from an authorized distributor, the local consumer law applies to the product; the warranty provision for the product shall be subject to the local consumer law. In the event of a serious failure, the buyer shall be entitled to obtain a replacement and a claim for other reasonable loss. If there is no serious problem with the product, but it is unacceptable due to the quality problem, the buyer can request a repair or replacement of the goods.

In this case, the consumer rights provided by this warranty provision are complementary to the consumer rights and compensation provisions as stipulated by the law.

