GOODWE Limited Warranty for Inverter System

(For Australia and New Zealand)

OVERVIEW

GOODWE Technologies Co.,Ltd. (hereinafter referred to as GOODWE) warrants that, subject to the exclusions and limitations set out below, the inverter and accessory product GOODWE provides shall be in good working order during the period of

1. 5 years *limited warranty for on-grid inverters including: NS, SS, XS, XS Plus+, XS G3, DNS, DNS G3, DNS G4, DS, DSS, DT, SDT, SDT G2, LVDT, MS, MS G3, MS G4, SMT, LVSMT, MT, MT G2, LVMT, HT series, and hybrid inverters including: ES, ESA 5048, EM, ET 5K-10K, EH, EH Plus+, EHR, BH, BP, BT, SBP, ETC, BTC and PCS 125K series;
2. 10 years *limited warranty for on-grid inverters including: GT series, and hybrid inverters including ES G2, SBP G2, ET 15K-30K, ET 40K-50K, ET G2, EHB and ESA 3-10K series.
3. 5 years manufacturer's warranty for accessory products including STS series.
4. 2 years manufacturer's warranty for accessory products including Antenna, WiFi Module, LAN Module, WiFi/LAN Kit, 4G Module, Homekit, SEC, SCB, SCU, EzMeter, C&I Meter, Smart Meter, EzConverter, EzLogger, EzLogger Pro, and EzLink series.

Starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 12 months after the date of production.

For the DNS, DNS G3, MS, MS G3, series inverter, GOODWE provides additional 5 years (60 months) Spare parts warranty on top of the original 5 years manufacturer's warranty. During this period, only the hardware costs of the spare inverter to replace the fault inverter will be borne by GOODWE. The extra costs, including but not limited to shipments, direct and indirect labor costs of inverter owner, installer or any third-party, on-site labor costs, taxes and duties, will not be covered by the spare parts warranty.

WARRANTY PROMOTION EVENT

The manufacturer declares that GOODWE branded solar inverters come with a standard 10 years warranty if all of the conditions below are met.

1. Inverter products of all on-grid models, and the EH hybrid ready (EHR)
   a) Inverters must be installed, registered and connected on Goodwe Smart Energy Management System (SEMS) portal after Jan 1st 2021
   b) The 10 years warranty only applies to Goodwe inverters manufactured after July 1st 2020
2. Inverter products of the ET 5-10kW and EH series
   a) Inverter should be operating with a GOODWE Lynx Home F or Lynx Home F PLUS+ battery.
   b) Inverter should be connected to GOODWE SEMS portal and power generation data should have been successfully uploaded to GOODWE server.
   c) Inverter produced after January 1st, 2021.
   d) Registration of the serial numbers of the inverter and the batteries completed using the following link: https://au-10year-warranty.semsportal.com
   e) The standard 5 promotional warranties will be effective starting from the expiration of the standard 5 years inverter warranty, not being cumulative with extended warranties purchased separately.

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the inverter for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to GOODWE via https://goodwetechnology.zendesk.com/hc/en-gb

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

Please have the following information to hand as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, 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. Please make the claim within one month from the failure date, otherwise Goodwe will treat it as you have abandoned the right to make a warranty claim.
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 before the failure and detailed information of previous claims (if applicable).

GOODWE 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 GOODWE or an authorized third-party company. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, GOODWE may, at its sole discretion, elect to

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the inverter being exchanged. The RMA report should be sent to GOODWE within one month from the solution is determined, otherwise GOODWE will treat it as you have abandoned the right to make a warranty claim.
4. If it's proven that the problem was caused by faulty installation, GOODWE reserves the right to contact the original installer and request that they provide a solution to fix the issue before GOODWE's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that GOODWE replace shall become GOODWE's property. If the product is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee. When repairing or replacing the product, GOODWE may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between GOODWE and the customer, the GOODWE limited warranty of Australia and New Zealand covers not only the cost of hardware material required to get the device functioning again but also transportation and labor costs detailed as below:

Transportation costs: GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact GOODWE for the rate) per case. The claimant must cover any excess costs or any costs generated by using another method of transportation. In some of the cases, the claimant needs to organize the return of the allegedly defective battery system to GOODWE and should confirm with GOODWE for the shipment schedule in advance. As products need to be packaged in a reasonable condition, GOODWE suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: GOODWE may directly arrange engineers paid by GOODWE for on-site service and to encourage the claimant using the installer's facilities to fix the problem, GOODWE may, at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will be eligible ONLY to the party who has carried out on-site service for the allegedly defective product.
2. The allegedly defective product has been returned to GOODWE and deemed to have workmanship or material defects upon testing and inspection by GOODWE.
3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, GOODWE recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by GOODWE.

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 electrical power generated during the product downtime are NOT covered by the GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by GOODWE's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).

3. Faults or damages due to faulty installations or operations, maintenance carried out against GOODWE instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable, DC cables are not connected using the delivered PV connectors and terminal.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWE. Product modifications, design changes or part replacements not approved by GOODWE.
5. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. For the products equipped with the SPD module, when the lightening is beyond the SPD's protection range, it won't be able to protect the inverter and the GOODWE limited warranty does NOT cover the inverter or accessory damage caused by such lightening.
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
9. Faults or damage caused by other factors not related to product quality issues.
10. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
11. Accidents and external influences.
12. Combining GOODWE's storage product with a lead acid battery pack or any other lithium battery pack from our list of compatible batteries. Please refer to the link below for a detailed list of compatible battery packs. https://en.goodwe.com/Ftp/EN/Downloads/User%20Manual/GW_Approved%20Battery%20Options%20Statement-EN.pdf
13. Unless a special agreement exists between GOODWE and the battery manufacturer, for all the battery packs NOT listed in our 'APPROVED BATTERY OPTIONS STATEMENT', but which have completed the compatibility test with the GOODWE inverter, it's the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. GoodWe shall guarantee the performance of the inverter under the normal working conditions within the standard warranty term and provide limited technical support if applicable. However, GoodWe shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
14. Product failure is not reported to GOODWE within one month of appearance.
15. Please kindly notice that if any GoodWe products are used for the purpose of an anti-reverse solution, the manual of the anti-reverse products must be read in advance to ensure the operating principle of anti-reverse has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of GoodWe anti-reverse products. Any photovoltaic plants in which GoodWe products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, GoodWe shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of GoodWe products. In the event that the photovoltaic plants have reported the use of GoodWe products, the liability of GoodWe shall not exceed the total amount of the Purchase Order of the relevant products.
16. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, GOODWE is going to provide service of remote upgrades of firmware to improve the performance of our products. GOODWE strongly recommends the customer connect the GOODWE products to our Smart Energy Management System (SEMS) portal or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that GOODWE is unable to perform the remote upgrade due to the customer's failure to provide GOODWE with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risks and GOODWE Standard Limited Warranty may not apply.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by GOODWE as out-of-warranty cases. For all out-of-warranty cases, GOODWE may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to GOODWE or/and repaired products are sent from GOODWE to the user.

GEOGRAPHICAL SCOPE

The GOODWE Limited warranty terms and conditions only apply for the devices which are originally purchased

from channels authorized by GOODWE and installed in the destination defined within the Australia and New Zealand market, unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

This limited warranty applies to the product which is sold and installed after July, 2020. It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

*Limited warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOODWE's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of the GOODWE limited warranty by visiting our global website via https://en.goodwe.com/warranty.asp

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Australia local Contact Information
GOODWE Australia Pty. Ltd.
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