

## 1. Service terms & conditions

- (1) Product coverage: Including Deye inverter, Deye monitoring device, Deye monitoring software.
- (2) Country and Region coverage: all country and regions, including China Hong Kong special administration region, Macao special administration region, Taiwan, excluding mainland China ONLY.
- (3) Warranty claim: in general, serial number(S/N) must be provided in order to claim warranty. The warranty period is 5 years from the date of installation, and no more than 5 and half years from the date of delivery from Deye factory.
- (4) Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.
- (5) Warranty commitment validity: strictly according to the formal sales contract signed with Deye.

## 2. Deye service commitment

- (1) The service hotline is +86 57486120560, offering general inquiry, technical support, etc.
- (2) Service email address: [service@deye.com.cn](mailto:service@deye.com.cn). Customers can contact Deye service representative directly as well.
- (3) Warranty period and service mode. We offer different service solutions for different product, see details on below table.

Category	Description / rating	Warranty period	Service Mode	Remark
PV on-grid inverter	SUN-18/20/25K-G05-AU SUN-3.6/4.4.6/5/6K-G04-AU SUN-3/4/5/6/7/8/9/10/12/15K-G05-AU	5 years	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement
			Onsite service	
Hybrid inverter	SUN-5/6/8/10/12K-SG04LP3-AU SUN-3K-SG04LP1-24-AU SUN-3/3.6/5/6K-SG04LP1-AU SUN-3/3.6/5/6K-SG03LP1-EU SUN-7.6/8K-SG05LP1-AU SUN-16K-SG01LP1-AU	5 years	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement
			Onsite service	

Note: If warranty period was specified on sales order, then warranty period would obey to sales order.

(4) Installation and commissioning: Deye don't offer installation service, don't offer onsite debugging service for monitoring device. Deye can offer onsite commission service for big scale plant (inverter capacity > 500kW).

### **3. Response time commitment**

#### **3.1 Remote technical support service**

- (1) Offer remote technical support service.
- (2) Response in an hour once received telephone inquiry from customer. Response in 10 hours once received inquiry via email from customer.

#### **3.2 Field service response**

If there is field service obligation in contract, Deye will respond according to the contract.

#### **3.3 Spare parts supplement scheme**

- (1) In according with the sales record, Deye ensured a safe quantity of spare parts in each spare parts center. This helped us building a fast response of replacement requirement.
- (2) Once the agreed warranty period (5 years standard factory warranty, or extension warranty) expired, Deye can still offer spare parts to customer, with a price not exceed the previous order price on the contract. Customers are eligible to order any product spare part from Deye. We would offer spare part in a reasonable price to ensure a stable performance of Deye products.
- (3) If Deye is going to cease production of a product, or accessory, Deye would inform the direct purchaser formally with at least 6 months leading time.

#### **4. Freight cost**

(1) Deye takes on the freight cost for products under warranty. Customers take on the custom clearance costs incurred.

(2) Customer take on the freight cost and other sort of related cost for warranty expired or voided products.

#### **5. Other important notice**

(1) Customers can contact Deye via phone, fax, and email. Customers need to provide the following information for warranty claims:

1) Product Model, Serial Number.

2) System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating).

3) Fault description (Error message or error code on LCD display. Pictures, or other fault information)

Note: Deye reverse the right to reject the warranty claims without the necessary information. In this case, it's the customer to responsible for the loss or any other consequence.

(2) Free warranty service is provided for products with a valid warranty. It's excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Deye
- Transport damage
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of inverter.
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation

- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, overvoltage, storm, fire)

For warranty invalid products, Deye would charge for service fees for the service, example, spare parts cost, labor cost for products. Or according to maintenance contract, if there is maintenance contract signed.

(3) The above terms & conditions (together with the warranty card in product packing, and the affixed warranty documents) had described all responsibilities for products Deye sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Deye would not responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, Deye's responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, Deye would perform in accord with the law.

(4) OEM products are not applicable with this warranty terms & conditions. Warranty for OEM product should comply with the contract.

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.

Please note: Deye reserves the ultimate explanation right on this service commitment.

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Email: [service@deye.com.cn](mailto:service@deye.com.cn)

Website: [www.deyeinverter.com](http://www.deyeinverter.com)

Importer Information :

Company name: BEING ENERGY WISE PTY LTD

Company address: B/107 Asquith Street Silverwater, NSW 2128. Australia

Tel: 1300459118

Email: [enquiries@solarwyse.com.au](mailto:enquiries@solarwyse.com.au)

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