LIVOLTEK LIMITED WARRANTY POLICY
(For Romania Market Only)

LIVOLTEK products are manufactured by Hangzhou LIVOLTEK Power Co., Ltd. The company (hereinafter referred to as LIVOLTEK) provides the following warranty to the purchaser (the customer) of the products. (Here, the customer is deemed to be the owner of the installed inverters/products at first sale).

1. Warranty Products

This warranty applies exclusively to LIVOLTEK inverter , battery , EV charger and accessories manufactured and supplied either directly by LIVOLTEK or through authorized partners of LIVOLTEK. All external and ancillary parts and units installed with inverters by third-parties are excluded from the warranty.

2. Warranty Terms

LIVOLTEK warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which LIVOLTEK is responsible during the agreed warranty period, LIVOLTEK will, at its discretion:

- Repair or upgrade on the product onsite or at a designated LIVOLTEK service center.
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device.

- Have those services performed by LIVOLTEK service partners who have undertaken proper training.

3. Transportation

Unless a special/unique agreement exists between LIVOLTEK and the customers, 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 LIVOLTEK limited warranty. And LIVOLTEK's liability shall be limited to the purchase value of the product.

4. Warranty Period

The standard warranty period covered by this warranty for product manufactured by LIVOLTEK, is stated in the table below.

Product Series	**Product Type**	**Standard Warranty**	**Basic Warranty**	**Waiting Period**
Inverters	Grid Tied Inverter	10 years+6 months	10 years	6 months
	Hybrid Inverter	10 years+6 months	10 years	6 months
	AC coupled Inverter	10 years+6 months	10 years	6 months
Battery		10 years+6 months	10 years	6 months
AC EV charger		2 years+6 months	2 years	6 months
DC EV charger		2 years+6 months	2 years	6 months
AC EV charger（UK, Spain, Italy）		3 years+6 months	2 years	6 months
AC EV charger（Romania）		5 years+6 months	5 years	6 months
DC EV charger（UK, Spain）		3 years+6 months	2 years	6 months
DC EV charger （Italy, Romania）		5 years+6 months	5 years	6 months
Accessories (Including WIFI/GPRS module, DTU, meter, etc.)		2 years+6 months	2 years	6 months

5. Warranty Extension

For full warranty coverage beyond the standard warranty period, the product may be eligible for a warranty extension of an additional period of time (for details please consult with your installer/distributor), the extension is available for purchase up to 24 months from the commissioning date of the product.

6. Warranty Claim Procedure

It is customer's duty to contact LIVOLTEK in the event of a warranty claim with following information:

- Contact information of the user, product(s) information such as serial number(s), installation date and failure date, valid warranty certificate, installation information such as brand, model, number of PV panels, error message on LED/LCD screen, description of actions before the failure.

- Purchasing invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory, or the date of installation. Furthermore, the customer shall to fill in the RMA Application form in writing and submit to LIVOLTEK for review and approval if there must replace a new device.

The LIVOLTEK may ask for further details depending on the fault conditions. LIVOLTEK will reproduce the issue according to the scenarios provided by the customer, and may arrange an on-site inspection to find out the root of the fault if necessary. The customer is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from LIVOLTEK or an authorized third-party company.

LIVOLTEK reserves the right to reject the warranty claim：

- If you fail to provide the above-mentioned information.
- If you fail to grant access, make time, ensure the safety and so on.
- If the product is replaced without the prior consent of LIVOLTEK.
- If the defect that is claimed is not caused by defective materials or workmanship.

The defective parts or units replaced under a warranty claim become LIVOLTEK’s property and must be returned to LIVOLTEK local office, fail to do so will forfeit eligibility of the service rebate.

Any claims shall be made within one month of failure dates to be considered under the warranty. End users are recommended to contact your installer/distributor directly, they will contact with LIVOLTEK if necessary.

LIVOLTEK will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product is found to be free from defects in materials or workmanship, or if the claimant refuses the faculty following this warranty claim.

7. Warranty Limitations

The warranty is valid only for the products purchased either directly from LIVOLTEK or from an authorized reseller of LIVOLTEK. The product is not covered by warranty in the following cases:

- The product is out of the warranty period (excluding additional agreement of warranty extension).
- Faulty installations or operations, maintenance carried out against LIVOLTEK instructions by an unauthorized customer or disassembly, repair or modifications performed by a third-party company/person not authorized by LIVOLTEK.
- Failed to comply with the safety rules and regulations (VDE, IEC, etc.) in respect of the inverter or accessory.
- The product or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt).
- Product failure is not reported to LIVOLTEK within one month of appearance.
- The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is

reinstalled at the same address by a qualified installer who has provided a test report to LIVOLTEK.

- Faults or damage due to unforeseen circumstances, man-made factors, or the damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors.
- Products that the original identification markings (including trademark or serial number) of such products have been defaced, altered, or removed.
- Flaws (e.g. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory and theft.
- Normal wear or tear (including without limitation, wear and tear of batteries).
- 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 LIVOLTEK limited warranty does NOT cover the inverter or accessory damage caused by such lightening.
- 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 LIVOLTEK's written confirmation/approval prior to the installation. Inverters for which the Trip Point with either pre-loaded or pre-set functions has been altered, and such alteration of the Trip Point causes the product to malfunction, fail, or fail to optimally performance.
- Combining LIVOLTEK's storage product with a battery pack that have not been confirmed and approved by LIVOLTEK. If this happens, LIVOLTEK shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
- Defects of Product arise due to renewal of the national or regional laws or regulations.

- Faults or damage caused by other accidents and external influences not related to product quality issues.

- If the battery cannot be charged due to inverter failure or communication interruption between the inverter and the battery, resulting in excessive discharge, it is not covered under warranty.

The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system.
The costs incurred as a consequence will not be covered by the warranty or extended warranty. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if LIVOLTEK does not provide written confirmation/approval prior to the installation.

8. Further Rights at Law

In addition to the warranty provided by LIVOLTEK, the customer have statutory rights that will not be limited or replaced by this warranty. The products provided by LIVOLTEK comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed. Beijing International Arbitration Centre shall have jurisdiction for further disputes about a warranty claim arising from the Warranty Terms & Conditions.

Contact

https://www.livoltek.com

(1) The service hotline is **+86 151 5718 2502**

(2) Service email address: **service@livoltek.com.**

Head Office

Hangzhou LIVOLTEK Power Co., Ltd.

Email: info@livoltek.com

Address: 1418-35 Moganshan Road, Hangzhou, 310011, China