

Jiangsu Zeversolar New Energy Co., Ltd.

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Factory add.: No.588 Gangxing Road, Yangzhong Jiangsu, China

Headquarters add.: Building 9, No.198 Xiangyang Road, Suzhou 215011, China

The logo for Zeversolar, featuring the word "zeversolar" in a white, lowercase, sans-serif font on a black rectangular background.

## Zeversolar Factory Warranty

Applies solely to the following products: Eversol, Evershine and Power Monitoring Unit.

The statutory warranty obligation of the seller of your device is not affected by this warranty and remains fully valid for 24 months from the date of delivery.

For the above mentioned products, you receive a zeversolar factory warranty valid for 5 years from the date of purchase. For Power Monitoring Unit, you will receive a factory warranty valid for 2 years from the date of purchase. The zeversolar factory warranty covers any costs for repair or spare parts during the agreed period beginning on the date of purchase of the device, subject to the following conditions. This is not associated with a durability warranty.

## Warranty Conditions

If a device becomes defective during the agreed zeversolar factory warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected by zeversolar,

- device repair at zeversolar, or
- device repair on-site, or
- exchange for a replacement device of equivalent value with regard to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device and your entitlement will be documented at zeversolar.

The term "disproportionate" as referred to above applies in particular if, as a result of the envisaged measures, Zeversolar were to incur costs deemed unreasonable according to the following criteria:

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that zeversolar customers could revert to without significant inconvenience.

The factory warranty includes the costs of zeversolar for work and material for the restoration of faultless functioning in zeversolar's factory or for on-site repair work by zeversolar service personnel. All other costs, particularly shipping costs, travel, and accommodation costs of zeversolar personnel for on-site repairs as well as costs of the customer's own employees are not included in the factory warranty.

To determine the warranty entitlement, please submit a copy of the purchasing invoice or a copy of the warranty certificate, if necessary including the receipt of the extended warranty. The type label on the device must be completely legible. Otherwise, zeversolar is entitled to refuse to provide warranty services.

Report defective devices with a detailed error description and the error code to the zeversolar Service Line. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within 5 working days. The defective device is to be packed in this transport packaging for return transport to zeversolar. All warranty services are free of charge only if the course of action is agreed with zeversolar in advance.

## Scope of the Factory Warranty

The factory warranty does not cover damage that has occurred due to any of the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the installation and operating instructions
- 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., flash of lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by the manufacturer warranty, insofar as ZEVERSOLAR is not subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected.

All claims arising from or in connection with this warranty are subject to the applicable PRC laws and regulations. The court in Suzhou, PRC, where ZEVERSOLAR headquarter is registered, is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

## Information for Australian purchasers - Consumer statutory rights

For purchasers in Australia, your rights under this ZEVERSOLAR factory warranty are in addition to any non-excludable statutory rights you may have as a Consumer, as that term is defined in section 3 of the Australian Consumer Law. Nothing in this ZEVERSOLAR factory warranty is intended to affect your non-excludable statutory rights.

For purchases by an Australian Consumer, our products 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 for 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. Australian Consumers may send a claim under this warranty to corresponding service points.

### ZEVERSOLAR Service Line

Australia

ZEVERSOLAR Australia

Tel.: +61(0)1300101883

E-mail: [service.apac@zeversolar.com](mailto:service.apac@zeversolar.com)

Add.: Suite 2.23 Level 2, 838 Collins Street, Melbourne, Docklands Vic 3008, Australia

Europe Region

ZEVERSOLAR GmbH

Tel.: +49 (0)2102 420 944

E-mail: [service.eu@zeversolar.net](mailto:service.eu@zeversolar.net)

Add.: Kaiserswerther Str.115, 40880 Ratingen, Germany

United Kingdom:

Tel.: +44 (0) 800 731 0899

E-mail: [service.eu@zeversolar.net](mailto:service.eu@zeversolar.net)

Rest of the world

E-mail: [service.row@zeversolar.net](mailto:service.row@zeversolar.net)