VOLTX ENERGY

Hinen Solar Battery

Warranty Document

Official Website

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WARRANTY

The following limited warranty terms and conditions ('Factory Warranty') apply exclusively to Hinen's products of the following types('Covered Products'):

·3-6K SINGLE-PHASE HYBRID INVERTER①
·2.4-3.3K SINGLE-PHASE OFF-GRID INVERTER②
·3.6-6K SINGLE-PHASE OFF-GRID INVERTER③
·8-11K SINGLE-PHASE OFF-GRID INVERTER④
·8-12K SINGLE-PHASE HYBRID INVERTER⑤
·5-12K THREE-PHASE HYBRID INVERTER⑥
· 5-15K THREE-PHASE HYBRID INVERTER⑦
·3.6-5K SINGLE-PHASE AC-COUPLED INVERTER⑧
·3.6-5K SINGLE-PHASE HYBRID INVERTER⑨
·8-15K SINGLE-PHASE HYBRID INVERTER⑩
·10-25K THREE-PHASE HYBRID INVERTER⑪

which:
- were manufactured by and bear the original manufacturing label of Hinen.
- were sold by Hinen directly or through a certified Hinen dealer('Authorised Dealer') as new products in the world;
- were installed and commissioned by an Authorised, Certified Dealer in the world.

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① 3-6K SINGLE-PHASE HYBRID INVERTER will represent the following models: H3000-EU, H3600-EU, H4000-EU, H4600-EU, H5000-EU, H6000-EU
② 2.4-3.3K SINGLE-PHASE OFF-GRID INVERTER will represent the following models: N2400S, N3000S, N3300S
③ 3.6-6K SINGLE-PHASE OFF-GRID INVERTER will represent the following models: H3600-OG, H3600-OG-N, H3600-OG-D, H4000-OG, H4000-OG-N, H4000-OG-D, H5000-OG, H5000-OG-N, H5000-OG-D, H6000-OG, H6000-OG-N, H6000-OG-D
④ 8-11K SINGLE-PHASE OFF-GRID INVERTER will represent the following models: N8000S, N10000S, N11000S
⑤ 8-12K SINGLE-PHASE HYBRID INVERTER will represent the following models: H8000S, H10000S, H12000S
⑥ 5-12K THREE-PHASE HYBRID INVERTER will represent the following models: H5000H-EU, H6000H-EU, H8000H-EU, H10000H-EU, H12000H-EU
⑦ 5-15K THREE-PHASE HYBRID INVERTER will represent the following models: H5000T, H6000T, H8000T, H10000T, H12000T, H15000T
⑧ 3.6-5K SINGLE-PHASE AC-COUPLED INVERTER will represent the following models: AC3600S, AC4600S, AC5000S, AC3600S-E, AC4600S-E, AC5000S-E
⑨ 3.6-5K SINGLE-PHASE HYBRID INVERTER will represent the following models: A3600S, A4600S, A5000S, A3600S-E, A4600S-E, A5000S-E
⑩ 8-15K SINGLE-PHASE HYBRID INVERTER will represent the following models: A8000S, A10000S, A15000S, A8000S-E, A10000S-E, A15000S-E
⑪ 10-25K THREE-PHASE HYBRID INVERTER will represent the following models: A10000T, A15000T, A20000T, A25000T, A10000T-E, A15000T-E, A20000T-E, A25000T-E

Warranty Period

For the Covered Products,Hinen covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions.
Hinen warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Model	Warranty Period
3-6K SINGLE-PHASE HYBRID INVERTER	H3000-EU, H3600-EU, H4000-EU, H4600-EU, H5000-EU, H6000-EU	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
2.4-3.3K SINGLE-PHASE OFF-GRID INVERTER	N2400S, N3000S, N3300S	2 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
3.6-6K SINGLE-PHASE OFF-GRID INVERTER	H3600-OG, H3600-OG-N, H3600-OG-D, H4000-OG, H4000-OG-N, H4000-OG-D, H5000-OG, H5000-OG-N, H5000-OG-D, H6000-OG, H6000-OG-N, H6000-OG-D	2 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
8-11K SINGLE-PHASE OFF-GRID INVERTER	N8000S, N10000S, N11000S	2 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
8-12K SINGLE-PHASE HYBRID INVERTER	H8000S, H10000S, H12000S	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
5-12K THREE-PHASE HYBRID INVERTER	H5000H-EU, H6000H-EU, H8000H-EU, H10000H-EU, H12000H-EU	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
5-15K THREE-PHASE HYBRID INVERTER	H5000T, H6000T, H8000T, H10000T, H12000T, H15000T	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
3.6-5K SINGLE-PHASE AC-COUPLED INVERTER	AC3600S, AC4600S, AC5000S, AC3600S-E, AC4600S-E, AC5000S-E	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
3.6-5K SINGLE-PHASE HYBRID INVERTER	A3600S, A4600S, A5000S, A3600S-E, A4600S-E, A5000S-E	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
8-15K SINGLE-PHASE HYBRID INVERTER	A8000S, A10000S, A15000S, A8000S-E, A10000S-E, A15000S-E	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed

Product	Model	Warranty Period
10-25K THREE-PHASE HYBRID INVERTER	A10000T, A15000T, A20000T, A25000T, A10000T-E, A15000T-E, A20000T-E, A25000T-E	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
Accessories: Smart box, Meter/CT, WIFI data loggers, AC connector, RS485 connector, MC4 connector, etc.	SB-S1,SB-S1-100,SB-S3	2 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed

Important Note: Australian Consumer Law

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.

Note:

1. The above warranty terms and conditions apply to Australia.
2. In the event of a special warranty agreement, the agreement shall prevail.

Replace or Repair

This warranty covers all defects in design, components and manufacturing. During the warranty period, if the equipment becomes defective and it will not be impossible or unreasonable to do so, the equipment will be replaced by HINEN :
- repaired by HINEN
- repaired on-site
- repaired on-site by the user or the relevant distributor with the required components or spare parts or guides supplied by HINEN
- replace the replacement product or any part thereof of the same value, depending on the model and age of use.

HINEN will endeavor to replace any products that require to be replaced under this warranty with products of equivalent appearance, size, and functionality on a like-for-like basis. The replaced product may not be brand new, but the quality and specifications are in line with the product specifications. Where this is not feasible, due to technological advancements, HINEN will supply another type of product of at least the same value and standard, although it may be of a different size, shape, color, and capacity.
If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this case, you will not receive a new certificate, since your rights have already been recorded with HINEN.
For valid claims made under this warranty, the end user will not be charged reasonable costs associated with making a warranty claim, including warranty processing costs, replacement part costs, and freight costs. Compensation for necessary and reasonable costs or expenses incurred in making a valid warranty claim under this Warranty may be claimed from HINEN. Supporting documentation is required for such claims.

This Warranty does not cover:
- any costs incurred by the end user or installer for normal or periodic maintenance of the product;
- any other costs such as transport (other than delivery costs for parts or products replaced for the original purchaser under this Warranty), travel and accommodation costs for on-site support personnel;
- any property damage, personal injury, direct or indirect loss, any consequential damages or other costs incurred as a result of a breach of the terms of this warranty, other than a breach of the laws of this warranty;
- any costs of making an invalid warranty claim under this warranty

Extended Warranty in the Final Year

For some products that support extended warranty, if the device is damaged in the last year of the warranty period, the warranty will be extended by one year from the day the repair is completed.

Transferability

This Warranty is non-transferable except in cases where the Products are installed in a building. If the ownership of the building changes, this Warranty will then be transferred to the new owner of the building, provided that the Products remain installed. This transfer of warranty entitlement ensures continuity of coverage and adds value to the property in which the Products are installed.

Prerequisites for Warranty

This Warranty is subject to the following conditions:

• The product must be correctly installed and commissioned by an installer who has been properly trained and certified by HINEN or the original purchaser of the product. Proof of correct commissioning of the product (such as a certificate of compliance) may be required.

Failure claims due to incorrect installation or commissioning are not covered by this warranty.

• The original serial number (SN number) and rating label of the product must remain intact and readable.

• This warranty does not apply to any product that has been completely or partially dismantled or modified, unless the dismantling was carried out by HINEN.

• The operating temperature of the product must be in the appropriate range, please refer to the product technical sheet for details. The product must not be exposed or stored above 60°C and must not be exposed to direct sunlight. The product must be installed in a ventilated location, in accordance with the User Manual and Installation Guide.

• Any warranty claims made under this warranty must comply with the requirements of the "Warranty Claims Procedures" section.

• A commissioning report shall be signed by the end user and installer after commissioning.

The commissioning report shall be signed by the end user and installer on the commissioning report and may need to be submitted to HINEN if necessary.

• After receipt of the replacement product, the owner of the product must return the allegedly defective equipment in the same packaging material as the replacement product HINEN will provide all labelling, documentation and shipping details for the return of the allegedly defective equipment. All allegedly defective equipment must be returned within 10(ten) business days of receipt of the replacement product.

• A qualified installer must be available to carry out the replacement and re-commissioning of the product.

• As the original purchaser, he/she shall be responsible for co-operating directly with HINEN in good faith to avoid the return of non-faulty products where reasonably practicable HINEN will support the rectification of errors or faulty information by telephone or direct PC link. Note: To qualify for further compensation and replacement of the equipment, the original purchaser must first contact HINEN and fulfil the obligations set out in the section "Warranty Claims Procedures".

Warranty Claim Procedures

Once you found that the device could be defective, please report it with:

• Detailed error description, including occurred time,phenomenon

• Your solar panels specification and configuration

• All photos of all pages of LCD$ display(if the inverter display is still on)

• S/N No. or label photo of the inverter

• Any setting changes if any

(above points are necessary for Warranty)

to our service hotline or by fax/email/Skype/WhatsApp/WeChat, in which attached with hard copy of your warranty card, to process the warranty claim. Alternatively, you can contact the local seller or distributor instead.

You will also need to supply us with the following information and documents regarding to the defective inverter as follows:

• Warranty Card with detailed information filled up.

• Copy of the invoice and EX-factory certificate for the inverter.

• Copy of the installation report (or acceptance check document) with installation date.

• Document of previous claim if applicable.

HINEN aims to rectify genuine quality problems as a priority which is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all claims under this Warranty should be promptly submitted to HINEN as soon as the Products fail, and in any event, within 4 weeks of the failure giving rise to the claim. No consideration will be given to claims under this Warranty that are made after this period.

Service Rebate Policy

We do not pay for any unauthorized site visits. If a site visit is approved by us, the amount of money to be reimbursed will be agreed upon in writing prior to the visit. Any faulty or unused parts must be returned to us in order to qualify for payment. Without prior written agreement and the return of parts, no payment will be made.

Additionally, Hinen is not responsible for the local legal warranty obligations, which remain unaffected by and valid separately from this warranty, as do the other warranty terms promised by the local seller or distributor. If the end-user or buyer encounters such matters, please contact the local seller or distributor.

Exclusions for Failure to Connect to the Internet

It is required all Products be connected to the Internet or 3G/4G networks for service purposes.

In the event of a temporary failure or interruption of the Internet connection lasting 48 hours or less:

• If the failure lasts longer than 20 minutes, the product owner shall notify HINEN as soon as possible and take steps to monitor the product for defects during the period of the failure;

• The product owner shall locally collect and save data from the system and the product in order to retain the data generated by the system during the internet outage and send it to HINEN in a timely manner as soon as the internet is reconnected;

• HINEN shall not be liable for any resulting inability to remotely monitor/detect system or product defects or anomalies, nor shall warranty apply;

• HINEN is not responsible, and the warranty does not apply, for failure to provide product or system updates that were scheduled to be performed remotely over the Internet during an Internet outage;

• Any defects discovered and reported during an Internet outage should be accompanied by sufficient evidence (including relevant photographs) to allow the defect to be fully investigated and to prove, as far as possible, that the problem was not caused by the Internet outage itself;

• The warranty period will be shortened for products that are not connected to the Internet. This will be determined by HINEN and the approved installer on the basis of the actual situation;

• The product owner shall organise an on-site inspection and data collection by qualified personnel under the direction of HINEN each time a warranty claim is made for a product that is not connected to the Internet;

• If the product is connected to the internet, HINEN will monitor the performance of the product and notify the product owner of any defects found via the internet during the warranty period. Otherwise, the product owner should notify HINEN as soon as he/she becomes aware of a defect or potential defect in the product during the warranty period.

Invalid warranty clause

The warranty does not cover equipment failure due to the following reasons:

• No related documents such as warranty cards have been sent to the dealer or HINEN;

• Transport damage (including scratches caused by internal packaging during transport), please claim directly from the transport company or insurance company as soon as possible and obtain proof of damage such as container/packaging unloading;

• Products without warranty certificates, warranty certificates that do not match the product model, or warranty certificates that have been altered.

• The product nameplate and SN barcode are torn off, altered or damaged, indistinct and unidentifiable.

• Failure to comply with applicable safety regulations (certification standards, etc.);

• Failure to comply with product user manuals, installation manuals and maintenance instructions;

• Product maintenance processes that do not follow the relevant standards;

• Misuse or improper use of the equipment;

• Installation, commissioning and use in an incorrect manner (e.g. installation in an environment that is too hot or too cold, too humid or too dry, at too high an altitude, with an unstable voltage or current, with incorrect wiring/connections of the DC or AC poles, batteries are not standardized for charging and discharging, etc.);

• Damage caused by improper storage by the distributor or end user;

• Exchanging equipment or replacing parts without the consent of HINEN;

• Use of substandard materials to match our products, causing product failure;

• It is not the technician authorised by HINEN or HINEN to modify or attempt to repair or erase the serial number or silkscreen of the product;

• Defects in the product due to updates in national or regional laws or regulations;

• Failure or damage caused by force majeure (such as earthquake, lightning, fire, etc.).

• Failure or damage caused by unforeseen accidental factors or human causes (operating errors, scratches, handling, bumps, access to unsuitable voltage, etc.).

Limitation of Liability

Our warranty does not extend to cover any losses incurred as a result of such defects. This includes, but is not limited to, losses related to loads connected to the backup side of the inverter.

While we strive to provide prompt assistance and replacements for faulty inverters, we cannot be held responsible for any consequential damages or losses, such as food spoilage or other perishable items. Customers are advised to take appropriate precautions and backup measures to mitigate potential losses in such situations.

Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Products and shall be complied with by all partiesinvolved.

Please fill the required information in and send to Hinen to apply for the Warranty.

End User Information

Name/Company name:	
Detailed address:	
Phone number:	
Email address:	
System location:	

Product Information

Inverter Model:	
Serial No (S/N):	
Invoice number:	
Purchase date:	
Dealer:	
Commissioning data:	

Contact us:

Headquarters

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