
Warranty Terms & Conditions

This policy governs the replacement program for SofarSolar inverter (“Inverter”) covered by Shenzhen SOFARSOLAR Co., Ltd.’s warranty (the “Replacement Program”). Parties wishing to participate in the Replacement Program must abide by the procedures and requirements set forth in this policy.

Sofar Solar is a business name of Shenzhen SOFARSOLAR Co.,Ltd (“SofarSolar”).

This policy is only valid for SOFAR three phase energy storage Inverter. (Produced after YEAR 2020)

1. Warranty Period

For SOFAR Solar Inverters, the standard warranty period will be 126 months after the Manufacturing Date.

During the standard 10 years warranty period, SofarSolar will provide technical assistance, replacement part or an equivalent new/ refurbished Inverter for each approved warranty claim at no cost to the warranty holder. SofarSolar will cover the labor costs for removing and installing the replacement part or replacement inverter as per Warranty Reimbursement Program. Other costs, such as travel expenses, customs duties or costs incurred for any other services will not be covered by SofarSolar.

Please note, the Manufacturing Date can be specified from the serial number of the Inverter

For models “HYD 5~20KTL-3PH”, the “Manufacturing date” can be identified via the serial number’s configuration. Example below shows that the letter “L” is the year 2020 and the digits “65” means 5th of June.

Example: XXXXXXXXL65XXX

The year will range from L, M, N, P, Q, R... up to Z (excluding I and O), it means the year 2020, 2021, 2022, 2023, 2024.... up to 2033. The month will range from “1-9” (Jan. - Sept.) and “a, b, c” (Oct., Nov. & Dec.)

Please note, this warranty is limited to the Inverters only, all accessories including the Ethernet/LAN & WIFI dongle will only be covered for a 12-month warranty effected from the commissioning date.

Replacement services apply only to Inverters within their warranty period as applicable.

SofarSolar customers can buy extended warranties within the first 12 months of purchase/installation. Extended warranty periods can be purchased to 10, 15, 20 or 25 years. For pricing, please contact our sales team.

During the additional warranty period, Sofar will provide technical assistance and replacement part as priority. If the problem still exists, Sofar will provide an equivalent or refurbished inverter for each approved warranty claim at no cost to the warranty holder, Sofar will not cover the labor for removing and installing the replacement part or replacement inverter as per Warranty Reimbursement Program. Other costs, such as travel expenses, customs duties or costs incurred for any other services etc will not be covered by Sofar.

Once the purchase of the warranty extension has been processed, SOFARSOLAR will send the warranty extension certificate to the customer confirming the extended warranty period.

If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law.

Our goods come with guarantees that cannot be excluded under 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.

Please note, if you are a private end-user, please contact your installer to report any suspected Inverter faults in the first instance. SofarSolar will work directly with the installer/distributor to replace a faulty Inverter if deemed eligible under the terms of the "Replacement Program".

2. Replacement Program

Any Inverter qualifying for Replacement within the warranty period will be replaced with an equivalent new or refurbished Inverter, subject to the terms and conditions detailed within this document being complied with. The following items must be made available to SofarSolar for full replacement to be affected under this policy:

- Inverter data including:

1. Inverter model number
2. Inverter serial number
3. Failure code
4. Failure description

- Documentation including:

1. Copy of original purchase invoice.
2. Valid warranty certificate (applicable to registered Inverters).
3. Detailed information about the entire systems (e.g. system schematic).
4. Documentation of previous claims/ replacements (if applicable).

Sofar Solar reserves the right to refuse replacement requests where adequate information is not provided.

3. SofarSolar Responsibility

Upon receipt of the required information listed in Section 2, and after attempts to correct the problem with the customer's assistance, SofarSolar will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the Replacement Program. Following the receipt of the replacement Inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter.

4. Customer Responsibility

In the event of an Inverter failure or fault, it is the customer's responsibility to work directly with the Sofar Solar support team in order to limit the return of non-faulty Inverters. The Sofar Solar support team will work with the consumer to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement Inverter, the distributor/installer must first contact the Sofar Solar support team and fulfil the distributor/installer's responsibilities under Section 2. of this document.

5. Exclusions from the Warranty

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by SofarSolar's warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use, installation, commissioning, start up or operation
- c. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- d. Installation in a corrosive environment
- e. Damage during transportation
- f. Unauthorized repair attempts
- g. Failure to register the warranty as required under this policy
- h. Warranty has expired

The warranty exclusions must be previewed by the owner of the Inverter, by the technician in the field or during the analysis of the inverter in SofarSolar's appointed repair facility. If a warranty exclusion is confirmed by SofarSolar, any costs may be invoiced to the customer.

Due to the advancement of technology, the replacement Inverter or new Inverter supplied may not be compatible with the installed system. In this case, the warranty will not cover the expenses or any costs which may be incurred to reconfigure, retrofit or adapt the Inverter to the installation.

SofarSolar will not provide financial reimbursement for energy that has not been fed into the grid exported due to the failure of an inverter.

Preventive maintenance parts and consumables are not covered by this warranty.

6. Inverter Replacement Procedure

SofarSolar must be provided with the relevant documentation as shown in Section 2. This procedure must be followed for a warranty claim to be applicable under this Replacement Program:

- a. The installer must contact the Sofar Solar support team and supply the required information as shown in Section 2. As outlined in Section 4, the installer will liaise with Sofar Solar support team to try and find a solution without the need to replace the Inverter.
- b. If the Inverter is deemed faulty and is eligible for the Replacement Program, SofarSolar will raise and create a case number for the Inverter and communicate this with the claimant.
- c. The Inverter will be shipped to the specified customer or distributor location at SofarSolar's cost.
- d. The installer will install the replacement Inverter and use the packaging to repack the faulty Inverter.

7. ACCC 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.

Contact us

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