

ESENER INVERTER WARRANTY

Warranty Assurance version 3.0

This limited warranty (herein after “warranty”) described below applies to Inverter supplied by ES ENERGY (PTY) LTD. (hereinafter “ESENER”) with the types referenced above to Original End-User via an Authorized Distributor.

Warranty claims may only be made by or on behalf of the following:

- a) ESENER authorized service partner or,
- b) Authorized dealership or,
- c) The first end user/of the product provided the installation was effected by an authorized installation partner or,
- d) Any owner of the product subsequent to the first end user who held a valid warranty provided he/she can produce proof of title and transfer and provided further that the product has never been relocated from its original installation location

Any of the persons referred to in (a) –(d) above shall be referred to hereinafter as “the customer”

Purpose of this warranty agreement is to clearly define and lay down the terms and condition related to the sales and warranty of the product

1. PRODUCT WARRANTY

The warranty in respect of the product should be only applicable, if and only when the product:

- a) Is purchase from Esener or from a authorised dealer or reseller
- b) The product bear the original serial number from Esener
- c) Is installed, operate and maintain under accordance of the product instruction

The product warranty will not be applicable if the defect or the failure of the product’s performance that has been misuse, abuse accident or the non observance of the product instructions and manual

This warranty covers Esener inverter as well as Growtech Inverter manufactured and specially for the applicable warranty periods is 15 month from the date of the manufacture, if used outdoors it must be placed in an outdoor cabinet away from the sunlight and the temperature should not exceed more than 35degrees Celsius.

2. General terms and condition

By the virtue of this agreement, the product supplied by ES Energy Pty(Ltd) are given warranty against material and manufacturing fault during the duration of the warranty period subject to

the following terms and condition:

- a) That the product must be purchase in South Africa
- b) That the product would be fit for claiming warranty

3. How to claim for your warranty

At the time to claim your warranty, the customer must provide the following information to Esener:

- a) Invoice for the product
- b) Serial number and installation date
- c) Contact the original point of purchase for instruction on applicable warranty claim procedure
- d) Esener may require root analysis testing of the product to support the warranty claim
Unless Esener authorizes and agree to return to our factory in writing, Esener will not accept any product return

Should there be any dispute of the of the verification of the claim, the product must evaluate by certified third party testing company. In such cases, the customer should bear with all the expense from the third party testing services, should the claim is proven valid, Esener will be responsible for all the testing expenses

4. Terms and condition of the warranty

The following are the terms and condition of product to be eligible for claim of warranty from Esener and authorized resellers:

- a) The product is use for domestic and light commercial use. Light commercial means and includes a semi domestic / commercial environment, eg: hair salons, small shops, pubs, etc.
- b) For the product to be warranty, it must be used, keep and maintain in accordance under the instruction of Esener/ manufacture's instruction. The product can only be repaired and service by the as per manual and from the authorized agent. The record of such maintenance and service must be maintained and produce at the time of the warranty claim
- c) The product would be qualified for claim as long as it not moved, reinstalled or transfer to any other place from the place of original installation without authorization.

During the warranty period, any product or component which is provide to be manufacture fault or defective, will be repair or replaced free of material and labour charge providing that:

- a) Esener authorized of carries out the repair replacement

- b) The product is returned to Esener with the term laid down
- c) Esener will not accept any reimburse cost to any third party who undertakes to do any work on the product
- d) Warranty period will not be extended in the case of any repair or replacement of any product
- e) In the case of the replaced product, will be deem as seller's property and asset
- f) Any claim made, must be under warranty period
- g) Should the information needed for the claim is not provided. Esener has the right to refuse any claim. In this case it is the buyer's responsibility for the loss or any other consequence
- a) This warranty covers Esener inverter of 12V, 245V 48V series manufactured specially for the applicable warranty periods is 14month from the date of the manufacture, if used outdoors it must be placed in an outdoor cabinet away from the sunlight and the temperature should not exceed more than 35degress Celsius.
- h) All defective and replaced inverters return will be remain as the propertie owned by ESENER

Free warranty repair/replacement is provided with the product within the warranty period. The following is excluded from the warranty:

- b) Break the seal of the product / opening the product casing without the permission of Esener
- c) Transport damage
- d) Incorrect installation or commissioning which lead to the damage of the inverter. Non stop video must be taken and send to the repair department for investigation.
- e) Fail to read the manual, installation guide, and maintenance regulations
- f) Operational error, such ass solar panel input reverse connection and battery in put reverse connection
- g) Unauthorized installation, changes and attempted repair
- h) Incorrect or inappropriate use of the product
- i) Insufficient ventilation of the product
- j) Fail to observe the safety regulation

Should the product be out of warranty, Esener will charge for service done, eg: Labour cost, travel cost, spare part cost.

The above terms and condition has describe all the responsibilities for the Esener Inverter sold, it removes the other apparent and hints guarantee. Without any formal documentation, Esener will not be responsible for any responsibilities beyond this warranty terms. When the product is in use under warranty, Esener's responsibilities is only limited to replace and repair services according to product's terms and condition, no further assurance and obligation or responsibilities. If it specified by law, Esener will perform according to the law.

Effecting from July 2023

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