

ESENER

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ESENER Inverter Warranty Terms and Conditions

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This limited warranty ("warranty") applies to ESENER Inverters supplied by ES Energy (PTY) LTD ("ESENER") to the Original End-User via an Authorized Distributor.

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

- a) An ESENER authorized service partner,
- b) An authorized dealership,
- c) The first end-user of the product, provided installation was completed by an authorized installation partner, or
- d) Any subsequent owner of the product, provided that the installation has not been relocated and the current owner can produce proof of title transfer and a valid warranty.

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

1. PRODUCT WARRANTY

The warranty applies to ESENER inverters (3kW - 5kW) as well as Growtech inverters (3kW - 5kW). The warranty period is 15 months from the date of manufacture.

2. SERVICE GUARANTEE

- a) All ESENER Inverters include a 5-year Service Guarantee. After the warranty period expires, customers remain eligible for after-sales service from ES Energy.
- b) Within this period, labor costs will be waived for any repair or replacement services; only the cost of parts will be charged, allowing for uninterrupted maintenance and support.
- c) ESENER will source and provide necessary replacement parts. Replacement does not extend or reset the original warranty period.
- d) If a part or product is no longer manufactured or available, ESENER may, at its sole discretion, offer an equivalent replacement or product, with mutually agreed specifications such as size, shape, or capacity.
- e) Any replaced parts remain ESENER property unless otherwise agreed. Customers are expected to return any replaced parts in the designated packaging within 4 weeks.

3. WARRANTY PRECONDITIONS

The following preconditions must be met to qualify for warranty coverage:

- a) The product must fall within the warranty period.
- b) System faults or warnings must be reported to ESENER or an authorized service partner within 1 week of occurrence.
- c) Installation must be carried out by qualified personnel from an authorized service partner, with proof of qualification available upon request.
- d) The product must be operated according to the provided manuals.
- e) Proof of the original purchase must be provided.
- f) Installation must be completed within 1 month from the transfer of ownership.
- g) Product registration should be done on ESENER's after-service website or with a service representative within 1 week of installation.
- h) Inverter installation areas must comply with manufacturer ventilation requirements.
- i) The inverter must not be moved, reinstalled, or transferred from its original installation location without authorization.
- j) For outdoor installations, the inverter must be housed in a cabinet with temperatures maintained below 35°C.
- k) The product must be used solely for domestic and light commercial purposes (e.g., small shops, salons, pubs).
- l) The product must be maintained and serviced per ESENER's or the manufacturer's instructions, with records kept and presented if requested for a warranty claim.

4. REPAIR OR REPLACEMENT

- a) If a product under warranty is confirmed to be defective, ESENER will repair or replace it at its discretion. Maintenance or replacement does not extend the warranty period.
- b) ESENER or an authorized Service Provider will respond within 10 working days of a service request.
- c) ESENER covers approved repair or replacement costs for defective products. Replaced items remain ESENER's property and must be returned within 4 weeks in the original packaging unless otherwise agreed.
- d) If a product has been discontinued, ESENER may replace it with a comparable model or issue a prorated refund based on the remaining warranty period.

- e) Replacements will match the original power output, in accordance with product specifications.
- f) Replaced products and inverters remain the property of ESENER unless otherwise agreed.
- g) Products returned for replacement remain ESENER property until confirmed by an identification receipt or written approval.

5. WARRANTY EXCEPTIONS

The following circumstances are not covered by ESENER's limited warranty:

- a) Normal wear and tear, including battery wear,
- b) Product defects occurring after the warranty period expires,
- c) Faults or damages resulting from incorrect installation, unauthorized repairs, or maintenance carried out against ESENER instructions,
- d) Disassembly, repair, or modifications by unauthorized personnel or third parties,
- e) Damages resulting from unforeseeable circumstances, force majeure, or acts of nature, including but not limited to storms, floods, overvoltage, pests, fire, water, and lightning,
- f) Damage due to vandalism, labels, engraving, irreversible marking, or theft,
- g) Usage that does not comply with safety regulations (VDE, IEC, etc.),
- h) Rust on the device's enclosure due to harsh environmental conditions,
- i) Exposure to sea coasts, saltwater, or other aggressive atmospheres without ESENER's written approval,
- j) Accidents and external influences not related to product quality,
- k) Product failure not reported to ESENER within 2 weeks of appearance,
- l) Products with broken seals or tampered casings,
- m) Damage incurred during transport,
- n) Failure to follow product manuals, installation guides, and maintenance instructions, and
- o) Operational errors, including incorrect connections for solar panels or batteries.

6. NON-APPLICABILITY OF WARRANTY CLAIM

If a warranty claim is deemed invalid, the customer is responsible for all related costs incurred.

7. WARRANTY LIMITATIONS

Unless otherwise specified, this warranty and its remedies replace all other warranties. ESENER disclaims any implied warranties, including fitness for a particular purpose. Modifications to this warranty require written authorization from ESENER.

8. WARRANTY UPDATES

ESENER reserves the right to update this warranty periodically. Updates will be posted on the official website or sent directly to the customer.

9. WARRANTY CLAIM PROCESS

To initiate a warranty claim:

1. Contact your authorized retailer to report the issue.
2. Arrange shipment to an ESENER service center.
3. The service center will assess the claim and may request additional information.
4. If validated, repairs will be conducted, and replaced parts will become ESENER property.
5. The customer is responsible for transport arrangements.

ESENER may request a root cause analysis to support a warranty claim. Returns must be authorized in writing by ESENER. If a claim is disputed, a certified third-party testing company may be involved. If the claim is validated, ESENER will cover all associated expenses; otherwise, the customer will bear testing costs.

This agreement outlines the responsibilities of ESENER regarding ESENER Inverters sold under warranty. Beyond this warranty, ESENER assumes no additional responsibilities. If the product is under warranty, ESENER's obligations are limited to repair or replacement according to these terms. Where required by law, ESENER will comply accordingly.