

SAJ Factory Warranty Policy

Standard Warranty Period:

Guangzhou Sanjing Electric, Co., Ltd (“SAJ”) grants a standard warranty period of 66 months (5.5 years) for the Sununo-TL Series inverters and Suntrio-TL Series inverters, starting from the date of shipment from SAJ factory or 60 months (5 years) starting from the date of purchased invoice marked (whichever is longer).

Extension of Warranty :

The purchaser of SAJ inverters (Sununo-TL Series and Suntrio-TL Series) should extend the warranty period in 18 months from the date of settlement or 30 months from the date of shipment from SAJ by providing the serial number of the unit and purchased receipt (whichever is shorter). You can purchase the warranty extension for 10 years, 15 years, 20 years or 25 years but do not apply the extension beyond the specified date, or else your application will be unacceptable. Please refer to the Warranty Extension Order Form for more details.

Once the purchase of the warranty extension goes into effect, SAJ will send the warranty extension certificate to the customer for confirming the extended warranty period.

Warranty Conditions:

If your inverter gets fault and requires troubleshooting, please contact your distributor or dealer directly. Alternatively, feedback briefly to SAJ service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim.

During the Warranty Period, SAJ covers all costs for replacing any product or parts of the product proved to be defective in design or manufacture. To claim the warranty under the warranty policy of SAJ, you need to supply us with the following information and documentation regarding the faulty inverter:

1. Product Model No.(e.g. Sununo-TL3KA) and serial number (e.g.13020G1141CH00014).
2. Copy of the invoice and warranty certificate of the inverter.
3. Copy of the installation report and installation date.
4. Error message on LCD screen (if available) or any information which would be helpful to determine the defect
5. Detailed information about the entire system (modules, circuits, etc.).
6. Documentation of previous claims/exchanges (if applicable).

After receiving above information, SAJ will decide how to proceed the service:

- Repaired by SAJ factory, or
- Repaired on-site by SAJ Service Center, or
- Offer a replacement device of equivalent value according to model and age.

In the case of an exchange, the remaining portion of the original warranty period will be transferred to the replacement device. You will not receive a new certificate, as your entitlement is documented at SAJ.

If the inverter needs to be replaced following assessment, SAJ will send a replacement unit immediately. The defective inverter should be sent back to the closest SAJ Service Center by packing in its original package if possible.

Service after warranty expiration

If the inverters for maintenance are out of warranty, SAJ charges an on-site service fee, parts, labor cost and logistic fee to end-user. Detailed standard refers to the listed table.

Item	Return Factory Maintenance	On-site Maintenance
Without parts replacement	Labor + Logistic fee (to & from SAJ)	Labor + On-site attendance fee
With parts replacement	Labor + Parts + logistic fee (to & from SAJ)	Labor + On-site attendance fee + Parts

- On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery, tariff and other derived expense when defective products are sent from user to SAJ or/and repaired products are sent from SAJ to user.

Exclusion of Liability:

Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SAJ for the following investigation):

- ◆ "Warranty Card" not being sent back to Distributor/Dealer or SAJ;
- ◆ Product modified, parts replaced or attempt to maintain;
- ◆ Changes, or attempted repairs and erasing of series number or seals by non SAJ technician;
- ◆ Incorrect installation or commissioning;
- ◆ Failure to comply with the safety regulations (VDE standards, etc.);
- ◆ The inverter has been improperly stored and damaged while being stored by the Dealer or the end user;
- ◆ Transport damage (including scratch caused by movement inside packaging during shipping). A Claim should be made directly to shipping company/insurance Company as soon as the container/packaging is unloaded and such damage is identified;
- ◆ Failure to follow any / all of the user manual, the installation guide and the maintenance regulations;
- ◆ Improper use or misuse of the inverter;
- ◆ Insufficient ventilation of the inverter;
- ◆ Influence of foreign objects and force majeure (lightning, grid overvoltage, severe weather, fire, etc.)
- ◆ For further information on SAJ warranty regulation and reliability, please visit our website: www.saj-solar.com.

Warranty Card

The installer should fill in the second form while installing the inverter. For warranty claim, please complete the below forms and send this page to SAJ attached with the Customer's invoice.

For Customer to fill in:

Name: _____		
City: _____	Country: _____	Zip: _____
Tel: _____	Fax: _____	E-mail: _____
Information on Device		
Device type: _____	Serial No. (S/N): _____	
Invoice No.: _____	Commissioning date: _____	
Fault time: _____		
Error message (Display reading): _____		
Brief fault description & photo:		

Customer Signature: _____ Date: _____		

For Installer to fill in:

Modules Used: _____		
Modules Per String: _____	No. of String: _____	
Installation Company: _____	Contractor License Number: _____	
Company: _____		
City: _____	Country: _____	Zip: _____
Tel: _____	Fax: _____	E-Mail: _____
Signature: _____ Date: _____		