Guangzhou Felicity Solar Technology Co.,Ltd.
Tel: 0086-20-36719108 felicitysupport@felicitysolar.com www.felicitysolar.com
No. 2/4/6/8/10/12 Donghua Huaye Road, Renhe Town, Baiyun District, Guangzhou, China

FelicitySolar Warranty Policy

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Make life full of hope

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CATALOGUE

1. APPLICABLE PRODUCT MODEL 1

2. PRODUCT WARRANTY 1

2.1. Warranty Start Date Definition 1

2.2. Period of Warranty 2

3. WARRANTY CONDITION 2

4. HOW TO CLAIM 2

5. EXCLUSIONS 2

6. CONTECT INFORMATION 3

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1. APPLICABLE PRODUCT MODEL

Lithium Battery	FLH48100UCG2
	FLH48100UMG2
	FLH48100UG2M5
	FLH48100UG2M6
	FLH48100UG2M7
	FLH48100UG2M8
	FLH48100UG2M9
	FLH48100UG2M10
	FLH48100UG2M11
	FLH48100UG2M12
	FLH48100UG2M13
	FLH48100UG2M14
	FLH48100UG2M15
	FLH48100UG2M16

2. PRODUCT WARRANTY

2.1. Warranty Start Date Definition

2.1.1. Lithium Battery

• For the Lithium Battery(FLH48100UCG2,FLH48100UMG2,FLH48100UG2M5,FLH48100UG2M6, FLH48100UG2M7,FLH48100UG2M8, FLH48100UG2M9,FLH48100UG2M10,FLH48100UG2M11, FLH48100UG2M12,FLH48100UG2M13,FLH48100UG2M14, FLH48100UG2M15,FLH48100UG2M16) with this warranty card you purchased, you receive a FelicitySolar warranty valid for ***10 years*** from the date of installation and no more than ***10 years and 3 months*** from the delivery date from FelicitySolar factory or overseas warehouse;

2.1.2. Product Warranty Overview Table

Product Model	Warranty
FLH48100UCG2,FLH48100UMG2, FLH48100UG2M5,FLH48100UG2M6,FLH48100UG2M7, FLH48100UG2M8, FLH48100UG2M9,FLH48100UG2M10, FLH48100UG2M11,FLH48100UG2M12,FLH48100UG2M13, FLH48100UG2M14, FLH48100UG2M15,FLH48100UG2M16	10 years (7+3)

2.2. Period of Warranty

For the Lithium Battery(FLH48100UCG2,FLH48100UMG2,FLH48100UG2M5,FLH48100UG2M6, FLH48100UG2M7,FLH48100UG2M8, FLH48100UG2M9,FLH48100UG2M10,FLH48100UG2M11, FLH48100UG2M12,FLH48100UG2M13,FLH48100UG2M14, FLH48100UG2M15,FLH48100UG2M16) branded with the FelicitySolar logo, the following policies are applicable:

- In the ***1st year***, if there is an issue with the battery cells, they will be directly replaced with new ones;
- From the ***2nd to the 7th year***, the Battery will be repaired first, and if the repair is unsuccessful it will be replaced;
- From the ***8th to the 10th year***, only free inspections are provided, excluding labor charges and parts fees.(In Nigeria, repair services during these three years are entirely ***free of charge***.)

3. WARRANTY CONDITION

If a device becomes defective during the agreed FelicitySolar warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by FelicitySolar:

- repaired by FelicitySolar, or
- repaired on local maintenance center, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at FelicitySolar.

Please note that 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

4. HOW TO CLAIM

- Please report the defective device to your supplier with this warranty card and pre commissioning completed
- Supplier is required to send the warranty claim form to FelicitySolar or Authorized service partner with all the necessary information
- Customers must present this warranty card, purchasing & Installation invoice, and other related materials as well if required
- Please note felicity reserve the ultimate explanation right on this warranty card

5. EXCLUSIONS

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs

- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

6. CONTACT INFORMATION

- Manufacturer：

Company Name: Guangzhou Felicity Solar Technology Co., Ltd.
Company Website: https://www.felicitysolar.com/
Company Address:(Airport Baiyun)No.2, 4, 6, 8, 10 and 12 Donghua Huaye Road, Renhe Town, Baiyun District, Guangzhou, Guangdong, P. R. China
WhatsApp：+86 18022876286
Email: felicitysupport@felicitysolar.com
Phone:+86 18022876286

- Australia Importer：

Company Name: FELICITY SOLAR AUSTRALIA PTY LTD
Company Address: 706 160 GOULBURN STSURRY HILLS NSW 2010
Email: felicitysupport@felicitysolar.com
Phone: +61 0412862116
Website: www.felicitysolar.com.au