GOODWE Limited Warranty for Inverter System (for Europe)

OVERVIEW

Subject to the exclusions and limitations listed below, GoodWe Technologies Co., Ltd. (hereinafter referred to as GOODWE) provides for the product supplied by GOODWE a *limited warranty against manufacturing and material defects for a period of

1. 5 years for on-grid inverters including: NS, SS, XS, XS Plus+, XS G3, DNS, DNS G3, DS, DSS, DT, SDT, SDT G2, SDT G2 Plus+, SDT G3, LVDT, MS, MS G3, SMT, LVSMT, MT, MT G2, LVMT, HT, GT, UT series, and hybrid inverters including: ES, ES G2, ESA, EM, ET, ET Plus+, ET 15k-30k, ET 40k-50k, ET G2, EH, EH Plus+, EHR, BH, BP, BT, SBP, SBP G2, ETC, BTC and PCS series;
2. 25 years for RSD 2.0 Receiver and 10 years for RSD 2.0 Transmitter-PLC;
3. 5 years for accessory products including STS;
4. 2 years for accessory products including WiFi Module, LAN Module, WiFi/LAN Kit, 4G Module, Homekit, SEC, SCB, SCU, EzMeter, C&I Meter, Smart Meter, EzConverter, EzLogger , EzLogger Pro, and EzLink series;

starting from the earlier one of the following two dates:

1. The date on which the product was first installed, if the customer is unable to provide an adequate proof of the installation date, the date of the product shipment from GOODWE,
2. 12 months after the date of production;

(hereinafter referred to as Warranty Period).

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

If the claimant wants to make a warranty claim they should contact the local distributor where the product was purchased, or the installer who installed the inverter. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by creating a service ticket and make a claim to GOODWE via https://goodwetechnology.zendesk.com/hc/en-gb

Please note, in order to deliver a friendly and timely service, GOODWE cooperates with several distributors and installers all over the world. As such, please treat them as the default service channel of GOODWE and use these service channels to make your warranty claim; GOODWE will support and audit service channels to ensure good service to customers.

Please have the following information to hand as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and date when the fault first appeared. The claimant has to assert the claim under this limited warranty against GOODWE within the Warranty Period no later than 1 month from the date the defect first appeared, otherwise the rights under this limited warranty expire.
3. Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
4. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
5. Description of actions taken before the failure and detailed information of previous claims (if applicable).

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from GOODWE or an authorized third-party company. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

REMEDY

If a warranty claim is submitted within the Warranty Period and it is determined that the product has a defect covered by the limited warranty, GOODWE will, at its sole discretion, decide whether the manufacturing or material defect will be rectified by:

1. Addressing the issue through changes in configurations or a software update, or
2. Repairing the product with replacement parts.
3. Exchanging the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the inverter being exchanged. The RMA report should be sent to GOODWE within one month from the solution is determined, otherwise GOODWE will treat it as you have abandoned the right to make a warranty claim.

If the problem was caused by faulty installation, GOODWE reserves the right to contact the original installer and request that they provide a solution to fix the issue before GOODWE's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.
All parts of the product or other equipment that GOODWE replace shall become GOODWE's property. If the product is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee. When repairing or replacing the product, GOODWE may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special agreement exists between GOODWE and the customer, the GOODWE limited warranty covers only the cost of hardware material required to get the device functioning again.
Transportation costs: in certain areas, GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact GOODWE for the rate) per case. The claimant must cover any excess costs or any costs generated by using another method of transportation. In some cases, the claimant needs to organize the return of the allegedly defective product to GOODWE and should confirm with GOODWE for the shipment schedule in advance. As products need to be packaged in a reasonable condition, GOODWE suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there is no manufacturing or material defect, which has caused the malfunctioning, found after checking the returned product, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.
On-site service labor costs: in some areas or business cases, to encourage the claimant using the installer's facilities to fix the problem, GOODWE may, at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will apply ONLY to the party who has carried out on-site service for the allegedly defective product.
2. The allegedly defective product has been returned to GOODWE and deemed to have workmanship or material defects upon testing and inspection by GOODWE.
3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, GOODWE recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by GOODWE.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by GOODWE limited warranty.

WARRANTY EXCEPTIONS

The limited warranty applies exclusively to manufacturing and material defects that impair the functionality of the product during the Warranty Period. Please note that NOT covered by GOODWE's limited warranty are defects of the product caused by other factors not related to a lack of product quality due to a manufacturing or material defect, for example

1. Normal wear and tear.
2. Defects due to installation, operation, or maintenance carried out against GOODWE instructions, e.g. insufficient isolation caused by broken DC cable, DC cable is not connected using the supplied PV connector and terminals (please see the GOODWE installation, operation and maintenance instructions for correct handling).
3. Defects caused by disassembly, modifications, product modifications, design changes, repair or part replacements. Excluded from this are defects that occur as a result of a defect rectification carried out or commissioned by GOODWE on the basis of this limited warranty.
4. Defects caused by unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
5. For the products equipped with the SPD module, if lightening is beyond the SPD's protection range, it will not be able to protect the inverter and the GOODWE limited warranty does NOT cover the product damage caused by such lightening.
6. The Limited Warranty does not apply to ancillary components (i.e. cables, breakers, fuses, wires and connec tors).
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Defects caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
10. Defects caused by accidents and external influences.

11. Defects due to combining GOODWE's storage product with a lead acid battery pack or any other lithium battery pack which is out of our list of compatible batteries. Please refer to the link below for a detailed list of compatible battery packs.
https://en.goodwe.com/Ftp/EN/Downloads/User%20Manual/GW_Approved%20Battery%20Options%20Statement-EN.pdf
12. Unless a special agreement exists between GOODWE and the battery manufacturer, for all the battery packs NOT listed in our 'APPROVED BATTERY OPTIONS STATEMENT', but which have completed the compatibility test with the GOODWE inverter, it is the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. GOODWE warrants that the inverter is free from defects in workmanship and materials so that at the time of delivery the inverter is suitable for operation within the warranty period under normal operating conditions with proper maintenance and timely replacement of wearing parts. However, GoodWe shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
13. Please also note that any defects that are reported to GOODWE after the limited warranty period or, if a warranty extension has been purchased, the extended warranty period has expired or that are not reported to GOODWE within the Warranty Period within 1 month of their first appearance are not covered by GOODWE's limited warranty.
14. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, GOODWE is going to provide service of remote upgrades of firmware to improve the performance of our products. GOODWE strongly recommends the customer connect the GOODWE products to our Smart Energy Management System (SEMS) portal or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that GOODWE is unable to perform the remote upgrade due to the customer's failure to provide GOODWE with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risks and GOODWE Limited Warranty may not apply.
15. Please kindly notice that if any GOODWE products are used for the purpose of power limit solution, the manual of the power limit products must be read in advance to ensure the operating principle of power limit has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of GOODWE power limit products. Any photovoltaic plants in which GOODWE products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, GOODWE shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of GOODWE products. In the event that the photovoltaic plants have reported the use of GOODWE products, the liability of GOODWE shall not exceed the total amount of the Purchase Order of the relevant products.

OUT-OF WARRANTY-CASE

Defects that are reported after the expiration of the Warranty Period or are reported within the Warranty Period, but fall under the exceptions listed above or do not constitute manufacturing or material defects that impair the functionality of the product, are referred to by GOODWE as out-of-warranty cases. The same applies if the defect was reported to GOODWE later than 1 month from the date the defect first appeared. For all out-of-warranty cases, GOODWE may charge the customer on-site service fees, parts, labor costs and logistic fees, which may include the following:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to GOODWE or/and repaired products are sent from GOODWE to the user.

WARRANTY EXTENSION OPTIONS

On top of the 5 years limited warranty which comes with the inverter products by default, GOODWE offers warranty extension options for all inverters which were purchased through authorized distribution channels.

A warranty extension of limited warranty (some of them may NOT be available to hybrid models) can be purchased from GOODWE's authorized distributors or our online purchase channel (please visit https://warranty.semsportal.com/) for any inverter by following conditions:

1. For all the hybrid inverter and on-grid inverter which is 25KW and above: within 12 months from inverter production date (or 6 months from its first installation date).
2. For the on-grid inverter which is below 25KW: within 30 months from inverter production date (or 6 months from its first installation date).

Furthermore, the limited warranty of all inverter products which meet all of the following conditions simultaneously will be automatically extended to 10 years limited warranty:

1. Inverter products of the XS, XS Plus+, XS G3, DNS, DNS G3, SDT, SDT G2, SDT G2 Plus+, SDT G3, MS and MS G3 series.
    a) Inverter rated power should not exceed 20 KW.
    b) Inverter should be connected to GOODWE SEMS portal and power generation data should have been successfully uploaded to GOODWE server.
    c) Inverter has 5 years limited warranty by default.
    d) Inverter installed by an installer qualified as a GOODWE PLUS+ installer in one of the EU countries, UK, Switzerland, or Norway.
2. Inverter products of the EM, ES, SBP, ES G2, ET PLUS+, ET PLUS+ (16A), ET 5-10KW, ET 15-30KW, ET 40-50kW, ET G2 and EH series; accessory products of the STS series.
    a) Inverter should be operating with a GOODWE Lynx Home U, Lynx Home F, Lynx Home F PLUS+, Lynx D or Lynx C battery.
    b) Lynx Home U, Lynx Home F, Lynx Home F PLUS+, Lynx D or Lynx C battery should be operating for the first time between May 15, 2023 and December 31, 2025.
    c) Inverter should be connected to GOODWE SEMS+ APP and power generation data should have been successfully uploaded to GOODWE server.
    d) Inverter installed by an installer qualified as a GOODWE PLUS+ installer in one of the EU countries, UK, Switzerland, or Norway.
    e) Inverter produced after January 1st, 2021.
    f) Registration of the serial numbers of the inverter and the batteries completed using the following link: https://10year-warranty.semsportal.com/#/
    g) The additional 5 years limited warranty will be effective starting from the expiration of the standard 5 years inverter warranty, not being cumulative with extended warranties purchased separately.

Unless a special agreement exists between GOODWE and the customer, the extended limited warranty covers only the cost of hardware material necessary to restore the device to working condition due to a manufacturing or material defect. It excludes any inbound/outbound transportation costs or labor costs of replacement/on-site service. All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by GOODWE's warranty extension options. Beyond that the warranty terms and conditions set out in this document apply accordingly to warranty extensions.

GEOGRAPHICAL SCOPE

The GOODWE Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by GOODWE and installed in the destination defined within the European Union countries, UK, Norway and Switzerland, unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and were permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

The manufacturer's warranty is a basic warranty promise made by GOODWE. In some countries/regions, end users may be provided with an own warranty promise by the local distributor of GOODWE or the installer who acquired the product through GOODWE's authorized distribution channel (which must be at least equivalent to the manufacturer's warranty). Please check if such warranty exists and to what extent you can claim it from the local distributor or the installer. Please note that this statement of GOODWE's limited warranty may not be the most current version. This Limited Warranty is effective for the products that are installed on or after March 31, 2025, unless a newer limited warranty has been posted which applies to the product's installation date. Always check https://emea.goodwe.com/warranty for the correct limited warranty governing your product.