SOFARSOLAR Factory Warranty Terms and Conditions for Europe

(The new warranty policy is only valid for goods after ordered 15 Dec 2025)

Version: 1.4, Updated 15.12.2025

Applicable products

This Factory's Warranty only applies to the following products, which are installed in European countries.

PRODUCT		STANDARD WARRANTY PERIOD (YEARS)	SERVICE MODES
INVERTERS			
PV Inverter	1.1kW - 255kW	10	Remote Technical Support Service or/ and Onsite Service
	225-255KTL-HV		
	250-350KTLX0	5	
Energy Storage Inverter	ME Series	10	
	ESI Series	10	
	HYD series ≤ 30kW	10	
	HYD series > 30kW	5	
PSC 100, PSC300		5	
SEM 5000		5	
AC EV CHARGER		2	
ACCESSORIES			
ANTI-REVERSE POWERCONTROL(ARPC)		2	Remote Technical Support Service or/ and Onsite Service
INTELLIGENT ANTI REFLUX BOX(SAR-100)		2	
CT CLAMP		2	
SMART METER		2	
WIFI DONGLE		2	
CONTROL HUB (CH1000)		2	

*This factory warranty is a promise from SOFARSOLAR to its end users on the applicable products listed above. Subject to the trading countries/states, end users may receive an additional warranty promise (should be at least equivalent to the Factory's warranty) which is

provided by SOFARSOLAR's local distributor; should any claims arise in this respect, please direct the claims to the local distributor.

Please refer to the latest version of the SOFARSOLAR limited warranty by visiting our global website via: https://sofarsolar.com/.

Warranty Period

The Standard Warranty Period shall commence from the earlier of the following:

1. The date of when the first installation of the warranted product is completed, or the date of purchase on a valid purchasing invoice that end user provides (the earlier date shall prevail）.
2. 6 months after the date of production from Shenzhen SOFARSOLAR Co. Ltd (defined in the Serial number of the product) for circumstances where end user fails to provide a valid purchasing invoice.

Warranty Conditions

In the case of a faulty inverter during the agreed SOFARSOLAR warranty period, please report the defective inverter with a brief error description to our service hotline for registering and send your warranty card to our service department by fax/email to process the warranty claim. You may also contact your dealer (SOFARSOLAR authorized dealer or distributor) or installer if your unit is defective or faulty. To make a claim under the warranty periods of SOFARSOLAR, you need to provide us with the following information in written and documentation of the faulty inverter:

1. Product Model and serial number
2. A copy of the valid purchasing invoice
3. Fault descriptions and error IDs (where applicable)
4. End user and/or claimant details
5. Detailed information about the entire system (module, PV system diagram, installation date, etc.)
6. Documentation of previous claims/exchanges (if applicable)

SOFARSOLAR shall refuse to offer warranty service if end user/claimant failes to provide the information as above.

If an inverter is faulty while it is under SOFARSOLAR warranty period, it will be:

- Repaired by SOFARSOLAR, or
- Repaired on-site, or
- Exchanged with a refurbished inverter that includes all firmware updates

If the inverter needs to be exchanged, the remainder of the warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by SOFARSOLAR. If the remaining warranty period is less than 6 months, you will automatically receive a 6 month warranty period for the replacement unit. The warranty includes the cost of work and material necessary to regain a faultless functioning inverter. All other costs, particularly transports, travel and accommodation cost of SOFARSOLAR personnel as well as costs of your own staff are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages （ including but not limited to: losses from production halts, losses from operating income, losses from idle equipment, losses from third-party claims, etc） arising from the defective inverter are not covered by the warranty

If on-site service is required, SOFARSOLAR will inform the user of the charges beyond the warranty coverage (such as cross regional business trips, night express services, etc.) within 3 working days before the service. The service will be executed only after the user confirms. For unconfirmed cases, remote technical support will be provided by default. Faulty inverters and components should be returned to SOFARSOLAR, they must be packed in their original or equivalent packaging for transportation. SOFARSOLAR keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services. All warranty services are free of charge only if the action is agreed with SOFARSOLAR in advance.

Scope of the Manufacturer Warranty

To provide excellent Service to SOFARSOLAR's end users, all SOFARSOLAR authorized Dealers or Distributors are requested to respond to your warranty claim. SOFARSOLAR will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following situations will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SOFARSOLAR for the following investigation):

1. "Warranty Card" not being sent back to Distributor/Dealer or SOFARSOLAR
2. The Product has been modified, its design has been changed or parts have been replaced by parts not approved by SOFARSOLAR
3. Changes have been made, or repairs by technician, without authorization from SOFARSOLAR, or serial number or seals have been removed
4. The product has been installed or commissioned incorrectly
5. You or another user have failed to comply with the safety regulations (IEC, VDE standards or equivalent)
6. The product has been improperly stored and damaged while being stored by the dealer or the end user
7. The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to the shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified
8. You or another user have failed to follow any/all of the user manual, the installation guide, maintenance regulations and the
9. The device has been used improperly or misused
10. Insufficient ventilation of the device
11. The maintenance procedures relating to the product have not been followed to an acceptable standard
12. The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.)

13. The damage is only cosmetic and has no impact on the functioning of the device

This warranty is without prejudice to your rights under statutory law, including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages. All demands from or in connection with this warranty are subject to Chinese law, Shenzhen is the exclusive place of jurisdiction and all disputes arising from or in connection with this warranty should be submitted for arbitration to the Shenzhen court of international arbitration. This warranty is provided in addition to other rights and remedies held by a consumer at law.

Extension of the Warranty Period

For SOFARSOLAR inverters you may apply for a warranty extension during 60 months from the date of production from SOFARSOLAR by providing the serial number and copy of the warranty card of the unit. SOFARSOLAR may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10, 15, or 20 years.

SOFARSOLAR reserves the right whether accepts the warranty extension application.

Once the purchase of the warranty extension has been processed, SOFARSOLAR will send the warranty extension certificate to the customer confirming the extended warranty period.

Latest information about the warranty terms and conditions and local service hotline can be obtained www.sofarsolar.com

Contact us

You can directly contact our professional after-sales team:

Sofarsolar GmbH, Krämerstrasse 20,72764 Reutlingen Tel: +49 7121 31 767 30

Shenzhen Sofarsolar Co., Ltd. Tel:+86-0755 3689 9945

Email: service@sofarsolar.com

Web: www. sofarsolar.com