GoodWe Quality Warranty

I. Warranty Policy

1.This Clause applies to photovoltaic inverters (including assemblies) of Jiangsu GoodWe Power Supply Technology Co., Ltd. (hereinafter referred to as GoodWe).

2.If the inverter malfunctions or becomes inoperative due to a defect in workmanship or material under normal operation as specified in product instruction within warranty period, GoodWe will, at its option:

A. Return to the factory for maintenance;

B. Onsite maintenance;

C. Products Replacement (if original model has stopped in production, GoodWe will provide a replacing device of equivalent value according to model and age.).

3.GoodWe offers a warranty period of 5 years from the date on purchase invoice (additional provision will be subject to contract, the same below).The warranty period of maintained products continues based on original period. If the period remains less than 3 months, GoodWe will offer a full three-month warranty period to the replaced or maintained parts of products starting from the date of replacement or maintenance.

4.Warranty cards and purchase invoices should be properly kept for further warranty claim.

II. Procedure of Warranty

1.As for products in accordance with warranty policy, basic information in warranty card must be provided. Otherwise GoodWe has the right to deny the services; customer should be responsible for any losses caused by this.

2.GoodWe offers 24 hour warranty services with its mature after-sales system.

III. Warranty Exception

The following exceptions are exclusive to this warranty:

1.Product warranty period is expired (excluding additional agreements of warranty extension).

2.Faults or damages due to operations against GoodWe instructions, installation and maintenance requirement.

3.Disassembly, repair or modification by non GoodWe authorized person.

4.Faults or damages due to unpredicted factors, man-made factors, or force majeure.

5.Faults or damages caused by other reasons not related to product quality problem.

IV. Warranty Extension

GoodWe provides warranty extension services for products out of warranty period; extra charges will apply which include labor cost, maintenance cost and material cost.

V. Remarks

1.The above clauses specify that GoodWe shall bear all liabilities for its products. GoodWe will not bear any liabilities except contents in this warranty without written confirmation.

2.As for regions with geographic or traffic obstacles, GoodWe may, according to actual situation, negotiate and determine the location for onsite maintenance service to the customer.

3.Before maintenance, the customer should backup related data and software. GoodWe will not bear consequences and liabilities caused by data lost or system damage.

4.GoodWe will reserve the right of final interpretation of this warranty.