

SolaX Power falowniki PV

Warunki gwarancji (Unia Europejska)

SolaX Power Co., Ltd.

Polityka wymiany gwarancyjnej reguluje proces wymiany falowników SolaX Power PV ("falowniki") objętych gwarancją SolaX Power ("Program wymiany"). Strony pragnące uczestniczyć w procesie wymiany gwarancyjnej muszą przestrzegać procedur i wymagań określonych w niniejszej polityce gwarancyjnej. SolaX Power może, według własnego uznania, odrzucić wymianę walownika, który nie został zwrócony zgodnie z niniejszą polityką.

Zasada ta obowiązuje tylko następujące falowniki:

SL-TL1500, SL-TL2200, SL-TL2800, SL-TL3000, SL-TL3300T, SL-TL3600T, SL-TL4400T, SL-TL5000T, X1-LX2200, X1-LX3300T, X1-LX3600T, X1-LX4600T, X1-LX5200T, ZDNY-TL10000, ZDNY-TL12000, ZDNY-TL15000, ZDNY-TL17000, ZDNY-TL20000, SK-SU3000, SK-SU3700, SK-SU5000, SK-TL3000, SK-TL3700, SK-TL5000, SK-BMU1300, SK-SU3000E, SK-SU3700E, SK-SU5000E, SK-TL3000C, SK-TL3600C, SK-TL5000C, SK-BMU1300II, SK-BMU2500II, SK-BMU5000II, SK-TL3000R, SK-TL3600R, SK-TL5000R, SK-BMU1300R, SK-BMU2500R, SK-BMU5000R. X1-3.0-T, X1-3.3-T, X1-3.6-T, X1-4.2-T, X1-4.6-T, X1-5.0-T, X1-1.1-S, X1-1.5-S, X1-2.0-S, X1-2.5-S, X1-3.0-S, X1-3.3-S. SolaX Box (Inverter and BMU only).

1. Roszczenia gwarancyjne

Standardowy okres gwarancji zależy od modelu falownika i wynosi:

60 miesięcy: SolaX Box (Inverter and BMU only)

120 miesięcy: SL-TL1500, SL-TL2200, SL-TL2800, SL-TL3000, SL-TL3300T, SL-TL3600T, SL-TL4400T, SL-TL5000T, X1-LX2200, X1-LX3300T, X1-LX3600T, X1-LX4600T, X1-LX5200T, ZDNY-TL10000, ZDNY-TL12000, ZDNY-TL15000, ZDNY-TL17000, ZDNY-TL20000, SK-SU3000, SK-SU3700, SK-SU5000, SK-TL3000, SK-TL3700, SK-TL5000, SK-BMU1300, SK-SU3000E, SK-SU3700E, SK-SU5000E, SK-TL3000C, SK-TL3600C, SK-TL5000C, SK-BMU1300II, SK-BMU2500II, SK-BMU5000II, SK-TL3000R, SK-TL3600R, SK-TL5000R, SK-BMU1300R, SK-BMU2500R, SK-BMU5000R. X1-3.0-T, X1-3.3-T, X1-3.6-T, X1-4.2-T, X1-4.6-T, X1-5.0-T, X1-1.1-S, X1-1.5-S, X1-2.0-S, X1-2.5-S, X1-3.0-S, X1-3.3-S.

UWAGA: WSZELKIE DOSTARCZONE BATERIE BĘDĄ OBJĘTE WARUNKAMI GWARANCJI OKREŚLONYMI PRZEZ WŁAŚCIWEGO PRODUCENTA. NINIEJSZA GWARANCJA JEST OGRANICZONA WYŁĄCZNIE DO FIRMY SOLAX I NIE OBEJMUJE ŻADNYCH CZĘŚCI ZEWNĘTRZNYCH LUB POMOCNICZYCH. WSZYSTKIE AKCESORIA, W TYM MIERNIK, TK, WIFI KIT, PUSZKA KONTROLNA, PUDEŁKO EPS, WYŚWIETLACZ BĘDĄ OBJĘTE GWARANCJĄ PRZEZ 12 MIESIĘCY OD DATY URUCHOMIENIA.

Okres gwarancji rozpoczyna się w dniu, w którym falownik został uruchamiany przez instalatora lub autoryzowanego sprzedawcę. Usługi wymiany dotyczą tylko falowników w okresie gwarancyjnym, stosownie do przypadku.



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5. ଉତ୍ପାଦକ

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ଉତ୍ପାଦକ

7. Inspection Charge for Inverter Not Found Defective

If an allegedly faulty Inverter is returned to SolaX Power pursuant to this Policy, and is found by SolaX Power to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, SolaX Power will charge a flat-rate inspection charge for each Inverter of 80.00€, plus shipping and packaging costs.

8. Inverter Replacement Procedure

SolaX Power must be provided with the relevant documentation as shown in Section 3. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

- a. The installer must contact the SolaX Power Europe Service Centre and supply the required information as shown in Section 3. As outlined in Section 5, the installer will liaise with SolaX Power Europe Service Centre to try and find a solution without the need to exchange the Inverter.
- b. If the Inverter is deemed faulty and is eligible for the Exchange Program, SolaX Power will raise and create a case number for the Inverter and communicate this with the Distributor.
- c. SolaX Power will dispatch a replacement Inverter within 3 working days of the case number being created. The Inverter will be shipped to the specified customer or distributor location at SolaX Power's cost.
- d. The installer will install the replacement Inverter and use the packaging to repack the faulty Inverter.
- e. SolaX Power will cover the costs of collection and shipment of the faulty Inverter back to SolaX Power as detailed in Section 4. The customer or installer must assist with this shipping. If the faulty Inverter is not returned within 10 working days of receiving the replacement Inverter installation, SolaX Power will invoice the relevant distributor for the cost of the Inverter.
- f. SolaX Power will facilitate Section 6 of this document and pay the rebate to the distributor. It is the distributor's responsibility to pass this rebate on to the correct Installer. Installer details will be supplied by SolaX Power.

9. Warranty Registration

It is a requirement that all Inverter are registered in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with a the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Solax website (as specified on the registration certificate), at which point a full warranty certificate is issued. Warranties must be registered no more than six weeks following the date of commissioning. The information required at the point of registration is as follows:

- i. Inverter model
- ii. Inverter serial number
- iii. Installation date
- iv. Customer name
- v. Installation post code
- vi. Full installation address
- vii. Name of installation company



SolaX Power Europe Ltd.

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Upon receipt of the registration request, SolaX will issue a full warranty certificate to the customer by email within seven working days.

For any unregistered inverters, the warranty period will be applied on 6months after the manufacturing date.