

INVERTER WARRANTY AND SERVICE GUIDE FOR OUR PARTNERS

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The following is a detailed description of the steps to be taken in case of various malfunctions after taking delivery of the inverter, in case of failure during the warranty period. Following these procedures is key to ensure that complaints are dealt with quickly and efficiently.

BASIC STEPS TO BE TAKEN IN CASE OF A WARRANTY CLAIM

1. The customer must connect his system to the monitoring platform (if the device is at least capable of power-on).
2. Take photos of the connections and communications.
3. **Important!** If the device is dismantled before it has been approved by one of the technical experts, it will only be possible to claim under warranty if the device is first returned and reconnected on the site.
4. During the examination of the warranty case, even at a pre-arranged time, the system must be operational for at least 3 hours to allow the colleagues to investigate the cause of the fault (internet access + power supply).

BRAND SPECIFIC ACTIONS IN CASE OF A WARRANTY CLAIM

HUAWEI TASKS



1. Prepare a short fault description.
2. Write down the serial number, type, quantity, installation time, fault occurrence of the installed devices.
3. Download the log files from the fusion solar application, attach them to us (packed in zip format).
4. DO NOT dismantle the device until approved.

DEYE TASKS



1. Make a short error log, write down the serial number, type, quantity, installation time, error occurrence of the installed devices.
2. Take photos of the wiring showing which cables are connected to the inverter and where.
3. Make a short video of the inverter screen (at least 5-8 seconds in length). If there are batteries on site, make a video of the batteries, their LED indicator lights (at least 10-12 seconds in length).
4. If online, share the system with the user info@solar-kit.hu in the Deye cloud with full access to the plant.

SOLAX TASKS



1. Prepare a brief error description, write down the serial number, type, quantity, installation time, error occurrence of the installed devices.
2. Check with our technical colleagues the cause of the possible malfunction.
3. If the device requires warranty repair/replacement, this can only be validated with their approval.
4. Complete the "Solax RMA" document (attached). DO NOT dismantle the device until approved.

COMPLIANCE WITH THE ABOVE WILL ENSURE THAT COMPLAINTS ARE HANDLED SMOOTHLY AND THAT OUR PARTNERS' SATISFACTION REMAINS AT THE HIGHEST POSSIBLE LEVEL. PLEASE FOLLOW THE PROCEDURES IN ALL CASES!