

# WEVOLT WARRANTY TERMS

2026 / 01 / 21 (Version 2.0)



## 1. Warranty Duration

Wevolt Renewable Energy Co., Ltd. (hereinafter referred to as "WeVolt") offers warranty services that meet the warranty scope and conditions for its manufactured solar energy storage products. Details are as follows:

Product	Warranty Period	Service Mode
<b>Inverters</b>		
Off-grid Inverters (4kW-12kW IP54)	5 years	5 Years warranty from the date of inverter factory shipment
Lithium Battery		
Off-Grid Batteries (4kWh - 16kWh)	10 years	1st-5th Year free replacement of battery cell or BMS or New Battery if quality issue  6-10th Year technical support and accessories paid service for maintenance if SOH $\geq$ 70%  6-10th Year technical support and accessories free service for maintenance if SOH $<$ 70%

## 2. Warranty conditions

**Products purchased and installed through Wevolt or its authorized partners.**

**Warranty service is eligible under the following terms:**

Products purchased through illegal channels, whether new, second-hand or refurbished, are not covered by this warranty.

During the standard warranty period, Wevolt will afford the cost of parts repair or materials for the entire machine, but does not include labor costs of uninstalling the defective product or re-installing the repaired or replacement product.

In any case, Wevolt will provide maximum compensation for losses caused by:

The compensation shall not exceed the amount paid by the customer for the equipment. If repairs are required, Wevolt reserves the right to charge fees after determining non-product quality problems. The service fees will be charged in accordance with the "After-sales Service Quotation".

For products or parts that need to be returned, please make sure they are in the original packaging or equivalent measures to prevent loss or further damage during transportation. Otherwise, the person reporting problems will pay corresponding compensation costs.

**Available power test conditions: 80% discharge depth, 25±3°C temperature range, ≤0.5C charge/discharge.**

### **3. Product Repair**

During the warranty period, if the product malfunctions or fails to work under normal operation, according to product manual, the customer can contact Wevolt via phone/fax/email with the "After-sales Acceptance Form" or provide sufficient information to help the after-sales service team process the warranty claim.

**If a product malfunctions within the warranty period, Wevolt will address it in one of the following ways:**

- Remote video technical support;
- On-site repair by Wevolt or its authorized third party
- Remote video technical support;
- Return to Wevolt repair center for servicing;

If the original model is diagnosed as irreparable by Wevolt after-sales service engineers, and the product is discontinued with no stock available, Wevolt reserves the right to replace it with a product of equivalent value and functionality.

Ensuring that Wevolt and its authorized third-party technicians on-site inspections in sufficient time and in a safe environment.

The return shipping of the replaced product or components must use the original packaging of the replacement product or equivalent packaging.

The replacement product will automatically continue the remaining warranty period of the replaced product.

Before the shipping company appointed by Wevolt takes the replaced product, the person requesting the repair is responsible for safely storing the product, and any lost of replaced products during this period will be paid by the person requesting the repair.

**Note: Customers need to afford the round-trip shipping cost when sending it back to Wevolt repair center.**

## 4. Non-Warranty Liabilities

**To obtain service under this Limited Warranty, the holder of the Warranty must comply with the following items:**

**Warranty claim: in general, serial number (S/N) and product model must be provided in order to claim warranty. The warranty period from the date of factory shipping date**

**Note:Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.**

- System configuration details (Panels per string, grid voltage rating, grid frequency rating);
- Breaking the product seal / opening the casing without permission from Wevolt;
- Transport damage;
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of product;

For inverters or lithium batteries, if they are placed outdoors, the altitude is too high, the temperature is too high or too low, or exposed to coastal corrosion, the waterproof level will be exceeded, causing dust pollution and water intrusion into the machine.

### Hybrid Inverter

Operating temperature range : -20~60°C ;

Altitude Operating range : <5000 meters, derating power when greater than 3000 meters;

### Off Grid Inverter

Operating temperature range : -10~50°C ;

Altitude Operating range : <2000 meters, derating power when greater than 2000 meters;

### Lithium Batteries

Charge Temperature 0-55°C, Discharge Temperature -20~60°C;

Altitude Operating range : <2000meters, derating power when greater than 2000 meters;

Battery capacity decay due to normal wear and tear or prolonged inactivity for more than 6 months;

Failure to observe the user manual, the installation guide, and the maintenance regulations;  
Unauthorized Modifications, changes, or attempted repairs;

Incorrect use or inappropriate operation;

Insufficient ventilation of the device;

Failure to observe the applicable safety regulations;

Force majeure (e.g., lightning, overvoltage, storm, fire);

For warranty invalid products, Wevolt would charge for service fees for the service, example, spare parts cost, labor cost for products or according to maintenance contract, if there is maintenance contract signed.

**The above terms & conditions had described all responsibilities for products Wevolt sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Wevolt would not be responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, Wevolt's responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, Wevolt would perform in accord with the law.**

## 5. Product Repair

For products beyond the warranty period, Wevolt can still provide related services, but will charge the end user for related fees, including but not limited to:

- On-site service fees
- Material costs
- Logistics fees

## 6. Other Terms

The purchase receipt should be properly kept as a basis for repair. Without relevant receipts, we do not guarantee the ability to enjoy Wevolt related warranty services.

The warranty terms are the only express warranty terms for products provided by Wevolt, with no other express, implied, oral, or written guarantees.

The warranty should not be understood as a guarantee of the product's lifespan or the availability of the same model of the product.

During the warranty period, Wevolt is responsible for the labor costs of repair personnel and the cost of necessary materials, but does not bear other expenses. Unless there is a separate special service agreement between Wevolt and the customer, this agreement shall prevail.

According to national laws, regulations, and relevant policies, Wevolt may update the product warranty terms and policies from time to time. To obtain the latest version, please contact Wevolt after-sales service center.

**Note: Wevolt reserves the final interpretation rights of the above terms.**



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