



**EITAI SOLAR**

<https://www.eitaisolar.com>

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**EITAI SOLAR**

#1003 NO. 498 Xinglinwan Road, Jimei District Xiamen, China

**This term applies to EITAI SOLAR products**

### **The warranty**

Subject to the terms and conditions detailed below, we offer end-user product warranty for our following products:

- LDHEB - 4400
- LDHEB - 6100
- POWERBOX - 4400 LV
- POWERBOX - 6100 LV
- ELESHELL - Series
- ELEBOX-HV- Series

This warranty only applies to new products. Used products are partially guaranteed according to their previous operating/installation/disassembly conditions.

This warranty is not transferable unless the product remains installed in the building and passes to subsequent purchasers of the building or product.

This warranty only applies to the products that have been installed according to the installation specifications certified and approved by EITAI solar.



## Overview

We assure you, We will repair or replace (at our option) the Products or any part thereof (if any) for a period of 5 years with defects or defects in manufacturing or materials (LDHEB-4400, LDHEB-6100, POWERBOX-4400LV, POWERBOX-6100LV, EIESHELL-6.1k, EIESHELL-9.6K, EIESHELL-10.2K, EIESHELL-14.3K, EIEBOX-HV) effective from the date of purchase.

We will replace it with the same product as far as possible. However, if due to technical updates, the product may not be available. In this case, we will offer other products of at least the same value and standard, replacement products may be different sizes, shapes, colors or capacities. Due to technical progress, replacement parts may occur or parts may not be compatible with other parts, and any costs associated with system incompatibility are not covered by this warranty.

If the product is replaced during the warranty period, the remaining warranty period is automatically transferred to the replacement product. You will not receive a new warranty card in this case.

When providing warranty for a system without Internet connection, the installer or end user is obligated to organize qualified personnel to conduct on-site inspection and data collection under the guidance of EITAI.

During the warranty period, if there is a problem with the material or workmanship of the product, we will monitor the system and notify the end user via the Internet. If the product is found to be defective, the end user shall notify us as soon as possible to qualify for repair or replacement within the warranty period.

This warranty only covers the repair or replacement of defective products. It does not include:

Any cost incurred by end users or installers in the course of normal or planned maintenance; Or any other expenses such as transportation, travel and accommodation.

Any direct or indirect damage to property, personal injury, indirect loss, or any indirect loss or other cost arising out of any breach of this provision in the event of any breach of law.

## Battery performance guarantee

Upon granting warranty (Internet connection), we guarantee the following: For systems running in attrition mode, we guarantee that each battery module will retain at least ninety percent (90%) of its available capacity within



60 months from the time the battery storage system is installed for use by the end user, or two months after the product is sold to another business or person. For other applications, if the total amount of energy released by the battery exceeds 5,000 cycles of energy, the guaranteed capacity will be reached earlier.

## **The warranty**

This warranty is subject to the following conditions:

- Product must be installed and properly tested by authorised or licensed installers. It may be necessary to prove the correct commissioning of the product (e.g. commissioning certificate). Failure caused by incorrect installation or debugging is not within the scope of this warranty.
- If the product or part of the product is replaced or repaired in accordance with this warranty, the balance of the original warranty period shall apply. Replacement products or parts do not provide new warranty obligations.
- The original serial number and rating label of the product must be complete and identifiable.
- Such warranty shall not apply to the disassembly or modification of any product which has been completely or partially replaced, unless such disassembly is carried out by seekener company.
- This warranty shall not be modified unless we agree in writing.
- This warranty applies only to products purchased directly from us by end users or sold by our direct distributors.
- Any warranty under this warranty must meet the requirements set out in the section "How to Raise a Warranty" below.
- A report of product commissioning and handling instructions signed by the end user and the installer is required.

## **disclaimer**

This warranty does not apply to:

- due to storage, handling, installation (or dismantled reinstall) is not in accordance with the adjustment of the product, not according to our supply or the applicable safety regulations or no reasonable protection, including installation size or type Combined use of products;
- Failure to follow instructions provided by us or for human reasons due to the operation, use or maintenance of the product (including failure to maintain/clean the product as recommended in the instructions or operation manual);



- Accidental damage, theft or intentional sabotage, or use of a product in an environmental condition other than for the purpose for which the product was designed or sold, or outside the scope of the product's regulation or normal operation;
- due to weather or other environmental impact, foreign material contamination and result in changes of the status of the product or performance (such as dust, smoke, salt, chemicals, and other impurities), water, overheating, or organic solvents, poor ventilation or due to the use of the product environment (especially the most high temperature according to operation manual regulation). Exposure to strong vibration, strong magnetic field or damage caused by force majeure events (such as earthquake, lightning strike, fire, etc.);
- Normal wear or replacement or repair of a part that is part of the normal maintenance or service of the product or that the damage is limited to the surface coating or paint surface;
- Any repair, alteration or modification of the product by a third party unauthorised by us;
- Preparation of any spare part for repair or replacement of the product which is not manufactured, sold or permitted by the Company; Or because of the interconnection of the product with the product of another manufacturer; Or due to any other defect or faulty component in the system in which the Product is installed;
- The nameplate or serial number of the product is modified, altered or unidentifiable;
- Damage occurring in the course of transport; Or other visual damage that does not affect the production of volume (such as surface scratches).

This warranty does not apply to damage caused by continued use of the product after it is known to be defective or to faults that should have been known through scheduled repairs.

### **Customer assistance in returning faulty equipment:**

Upon receipt of the replacement product or part, the customer must return the allegedly faulty product or part in the same packaging as the replacement product or part. The company will provide shipping instructions for returning faulty products or parts. All allegedly defective products or parts must be returned within 10 (ten) business days of receipt of replacement products or parts. Qualified installation personnel must replace and re-debug the received product or component. The original warranty of the faulty equipment will cover replacement equipment for the remaining warranty period of the faulty equipment.



## Distributor responsibilities:

In the event of product failure, the distributor is responsible for cooperating directly with the EITAI solar service center to limit the return of non-faulty products. The EITAI solar service center will cooperate with the dealer to solve problems or fault information through telephone support or direct PC link. Note: In order to be eligible for further warranty coverage for product failures, the dealer/installer must first contact the company and fulfill the dealer/installer's responsibilities under the section "How to Claim warranty"

## Delivery errors and shipping damage

Incorrect delivery, packaging damage and shipping damage are not covered by the warranty. Such cases should be submitted to [sales1@eitaichina.cn](mailto:sales1@eitaichina.cn).

## How to Issue a warranty

If the Product fails during the warranty period, the user must stop using the product or install the system for the product (as the case may be), isolate the product from any energy sources, claim the warranty as soon as possible, and follow all instructions provided by us or our agent.

To claim a warranty under this voluntary warranty, users must contact us via email at [sales1@eitaichina.cn](mailto:sales1@eitaichina.cn).

When contacting us by email, please provide the following information:

- Your name, address, postal code and contact telephone number
- Model and serial number of the product (found on the product)
- Proof of purchase with supplier's address and date of purchase
- Installation date and installation address
- A signed debugging report or agreement
- Contact information of personnel for the installation process
- A complete and detailed list of observed failures and other information to help analyze them (such as any modifications)

## Cost of warranty

For the invalid warranty under this warranty, we will not bear the warranty cost of the end user, including repair or return freight.



For a valid warranty under this warranty, the user will not be charged any fees related to the warranty, including warranty handling costs, replacement parts or shipping costs. When an effective warranty is proposed according to this warranty, necessary and reasonably incurred costs or expenses may be reimbursed to EITAI. But such documentary evidence is required.

## **The warranty expiration**

Our goal is to solve real quality problems first. This is usually done by investigating the cause of the failure of the defective product and taking immediate corrective action to prevent warranty failure or failure from occurring again. Therefore, in case of product failure, it is very important to submit the relevant warranty under this warranty to us immediately after knowing the event leading to the warranty. Warranties made after the warranty period will not be considered.

## **Product liability and product safety**

We shall be notified immediately of any potential product safety issues within or outside the warranty period. We are well aware of our product liability and product safety obligations and responsibilities. Our goal is to ensure compliance with product safety standards to avoid injury, loss and damage caused by any product defects.

## **Other**

This guarantee shall form part of the product purchase contract between us and the user and both parties shall abide by it.

## **Contact**

Address: #1003 NO.498 Xinglinwan Road, Jimei District Xiamen, China

**This warranty is issued by Eitai(xiamen) New Energy Technology Co., Ltd.**