

Samil Power Warranty Terms and Conditions

Warranty Conditions:

Warranty Period: All series inverters from Samil Power Co., Ltd. have 5 years standard warranty period. Accessory products, include SolarPower Manager, SolarEnvi Monitor, SolarArray Combiner from Samil Power Co.,Ltd. have 2 years standard warranty period.

Warranty Time Start: From the date of bill of lading.

Warranty Evidence: A) The bill of lading; B) Product Series No. ; C) Product Model No.

Scope: Any damages that occur during the WARRANTY PERIOD will be evaluated by authorized service partner and Samil Power to define its scope and responsibility taking into account. Generally, the warranty is:

Terms of the Factory Warranty:

To provide better service to Samil Power's End Users, all Samil Power authorized Dealers or Distributors are requested to respond to End Users' warranty claim, and Samil Power will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture, provided always that the Samil Power's obligations stated below will not apply where (the Dealers or Distributors are liable for investigation of the following):

1) "Warranty Card" not being sent back to Distributor/Dealer or Samil Power; 2) Product modified or design changed or parts replaced not approved by Samil Power; 3) Modifications, changes, or attempted repairs and erase series number or seals by non Samil Power's technician; 4) Incorrect installation or commissioning; 5) Failure to observe the applicable safety regulations (VDE standards, etc.); 6) The Product has been improperly stored and damaged while being stored by the Dealer or the end user; 7) Transport damage, Painting scratch caused by shipping pumping, it should claim to insurance company as soon as containers unload with enough evidence; 8) Failure to observe the user manual, the installation guide, and the maintenance regulations; 9) Incorrect use or inappropriate operation; 10) Insufficient ventilation of the device; 11) The maintenance procedures relating to such product have not been observed or performed to an acceptable standard; 12) Force majeure (e.g., lightning, overvoltage, storm, fire).

Claims that go beyond the rights cited in Scope of the Factory Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by Samil Power's warranty, insofar Samil Power is not subject to statutory liability.

Samil Power will take every effort to remedy any defects fast and without unnecessary bureaucracy. Please contact our technical department directly for fast and efficient support. Each inverter failure shall be reviewed in Samil Power authorities testing lab or Samil Power authorized service partner before issuing a service reimbursement to the customer. If an inverter has been modified, reimbursement shall be decided by the Samil Power factory service representative and it may be denied.

Warranty Claim Procedure:

Please report defective devices with a brief error description to our service hotline for problem initial identification and send back the warranty card to our service department by fax/email for warranty claim. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within 2 working days. The defective device is to be packed in the original packaging materials for return transport to the closest office of Samil Power.

Local service hotline please find it from website: www.samilpower.com.