
Shenzhen JingFuYuan Tech. Co., LTD. Warranty Policy and Principle

(For End Customer)

Warranty Policy

Warranty Period: The JSI Series PV Grid-tied inverters provided by Shenzhen JingFuYuan Tech. Co., LTD. (abbr. JFY-tech) have 60-month warranty period. The other system accessories provided by JFY-tech have 24-month warranty period.

Warranty Time Start: From the date that you get goods from our distributors.

Warranty Evidence: The Purchasing Invoice from the distributors & Product Series No.

Note: JFY-tech will count from 2 months later according to ex-factory date as the warranty start time if client fails to provide the purchasing invoice and other documents.

Scope: Any damages that occur during the WARRANTY PERIOD will be evaluated by Distributor and JFY-tech to define its scope and responsibility.

Warranty Principles

To provide better service to JFY-tech's end users, all JFY-tech's authorized distributors are requested to respond to end users' warranty claim, and the authorized distributors will replace any products or parts of the product during the warranty period proved to be defective in design or manufacture. The following cases will be excluded from the warranty (the Distributors are liable for investigation of the following):

- 1) "Warranty Card" not being sent back to distributor or JFY-tech.
- 2) Product modified or design changed or parts replaced not approved by JFY-tech.
- 3) Modifications, changes, or attempted repairs and erase series number or seals by non JFY-tech'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 end user.
- 7) Transport damage, Painting scratch caused by shipping pumping. It should declare 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 the warranty principles, 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 JFY-tech's warranty, insofar JFY-tech is not subject to statutory liability.

Warranty Claim Procedure:

Please report defective devices with a brief error description to the JFY-tech's distributors. If we agree to a replacement, we generally send an equivalent replacement device according to model and age, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at JFY-tech. The replacement will be packaged appropriately for transport and shipped out within 2 working days. The defective device is to be packed in this transport packaging for return transport to the distributor. If the on-site service of re-installation is necessary, the end customers need to negotiate with the distributors in advance. All warranty services in warranty period are free of charge.