

# **WEIHENG Limited Warranty**

## **1 Warranty Scope**

Jiangsu Weiheng Intelligent Technology CO., LTD. (hereinafter referred to as WEIHENG) provides the following limited warranty for inverters (hereinafter referred to as the Product) supplied by WEIHENG. This WEIHENG Limited Warranty (hereinafter referred to as the Warranty) is applicable in all the countries where the Product is sold through recognised WEIHENG partners. The Products included in this Warranty are:

Copia-SH series: WH-SHC362, WH-SHC462, WH-SHC502, WH-SHC602

Copia-TH series: WH-THA502, WH-THA602, WH-THA802, WH-THA103, WH-THA123, WH-THA133

## **2 Warranty Period**

WEIHENG warrants that we will repair or replace (at our option) the device or any part thereof if such the Product is faulty or defective in manufacture or materials for a period of 5 years\*. This warranty period will be starting from the earlier one of the following two dates:

- (1) The date on which the Product was first installed.
- (2) 6 months after the date of production.

Where a Product or part thereof is replaced or repaired under this Warranty, the balance of the original Warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **3 Warranty Claim**

### **3.1 Who can make a claim**

Warranty claims can be made by or on behalf of the End-User who acquired

and put the Product into use for the first time. A subsequent owner of the Product who provides proof of ownership is also entitled to make Warranty claims.

### **3.2 Claim process**

For the claimant, please contact the reseller where the Product was purchased, or the installer who installed the Product, they will contact WEIHENG if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with WEIHENG service team or make a claim to WEIHENG via official website: <http://www.weiheng-tech.com>.

When contacting, please have the following information on hand as it may be required:

- (1) Contact information of claimant, including name of the person, full installation address, phone number and email address.
- (2) A copy of the original invoice.
- (3) Information of the defective product, including product model, serial number, SN code, installation date and failure date.
- (4) Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
- (5) Description of actions before the failure, error message on ECOS APP (if applicable) and fault details.

### **3.3 Cost of Claim**

In terms of the costs of submitting a warranty claim for invalid claims under this Warranty, we will not be liable for the End-User's costs in making the warranty claim, including transport or return freight. In respect of valid claims under this Warranty, the End-User will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement part or freight, and labor cost associated with the Products removal and installation. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us.

If the Product is found not to be defective (either under this document or the applicable local law) or the Warranty has expired, the claimant will be responsible for the call out fees, transportation and shipping fees and/or repair

costs invoiced by the WEIHENG or the authorized seller.

## **4 Remedy**

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the Warranty, WEIHENG will repair or replace the nonconforming Product or parts thereof within the Warranty term at no charge (or provide a partial refund) on the following conditions:

- (1) Whether to repair or replace the Product will be determined by WEIHENG at its sole discretion.
- (2) The Product or any of its parts to be replaced will have the same performance and reliability as the original Product. If the production of the relevant type of the Product or any of its parts have been discontinued, withdrawn from the market, or otherwise unavailable, WEIHENG may replace the Product or parts with a similar Product or part (which may include previously used parts that are equivalent to new in performance and reliability). Due to technical advances, it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems are not covered by this Warranty. If the products are replaced within the Warranty period, the remaining warranty period will be automatically transferred to the replacement products.
- (3) If it's proven that the problem is caused by faulty installation, WEIHENG reserves the right to contact the original installer and request that they provide a solution to fix the issue before WEIHENG's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.
- (4) The remedies as set out above are the sole and exclusive obligations of WEIHENG to you under this Warranty and WEIHENG will have no other liability to you if the Product fails to comply with the Warranty.

## **5 Limited Liability**

Damage or impairment related to the causes listed below are NOT covered by this Warranty:

- (1) Any warranty claim under this Warranty must meet the requirements set

out in the “Warranty Claim” section.

- (2) The terms of this Warranty cannot be amended except in writing by one of our authorized officers.
- (3) This Warranty only applies to Products purchased by an End-User from us directly or a reseller where the Products have been sold to the reseller by us directly.
- (4) Damage that occurred during the transportation of the Product, including but not limited by dropping, trampling, deforming, impacting.
- (5) The Product not being installed within one month from Warranty Start Date.
- (6) The Product not being installed, maintained or operated by the Quick Installation Manual and the User Manual. Faulty installations or operations, maintenance causing arching damage or impairment of the Product or its parts.
- (7) The Product must be operated with compatible battery packs listed by WEIHENG. Unless a special agreement exists between WEIHENG and the battery manufacturer, for all the battery packs NOT listed in our ‘ECACTUS-Approved Battery Options Statement’, WEIHENG shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
- (8) For any Product sold for one country/region but installed in another country/region, the warranty will become invalid if WEIHENG does not provide written confirmation/approval prior to the installation.
- (9) The Product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to WEIHENG.
- (10) The Product must have its original serial number and rating labels intact and readable.
- (11) In order to satisfy functional iterations and eliminating potential risks, WEIHENG is going to provide firmware remote upgrade service to improve Product performance. WEIHENG strongly recommends the End-User connect the Product to the Internet. Without an Internet connection, we may not be able to provide important remote firmware upgrades. Please

notice that, if WEIHENG cannot perform remote upgrade due to the failure of the End-User to provide the above connection or access, the End-User shall bear the adverse or negative consequences arising therefrom and the Warranty may not apply.

- (12) End-User failing to notify the reseller or WEIHENG of the defect or deterioration within one week after End-User becomes aware of the defect or deterioration.
- (13) This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by WEIHENG.

In addition, this Warranty does not cover: (i) as a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event outside the reasonable control of WEIHENG; (ii) any attempt to modify the Product, whether by physical means, programming or otherwise, without the express written consent of WEIHENG; (iii) due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product are not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products; (iv) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of the Product; (v) noise or vibration that is not excessive or uncharacteristic and does not impact the Product's performance; (vi) damage of deterioration that occurs after the expiration or voiding of the Warranty period; (vii) damage of Products arise due to renewal of the national or regional laws or regulations.

## **6 Warranty Restriction**

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, no matter orally or expressed or implied in written. To

the extent permitted by applicable law, WEIHENG expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If WEIHENG cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of WEIHENG and / or WEIHENG Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable. Unless otherwise specified herein, to the maximum range permitted by applicable law, WEIHENG will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

WEIHENG'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END USER TO WEIHENG FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY OR INJURY TO HEALTH AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.

## **7 Limitation on Use**

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life, or catastrophic property damage. To the extent permitted by law, WEIHENG disclaims any and all liability arising out of any such use of the Product. Further, WEIHENG reserves the right to refuse to service any Product used for these purposes and disclaims any and all

liability arising out of WEIHENG's service or refusal to service the Product in such circumstances.

## **8 Out of Warranty**

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the limited liability above, are known by WEIHENG as out-of-warranty cases. For all out-of-warranty cases, WEIHENG may (at its discretion) provide certain after-sales service, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by End-User.

\* For inverter accessories (CT CLAMP, SMART METER, WIFI DONGLE), WEIHENG provides a two-year standard warranty.

\* For the standard warranty coverage beyond 5 years, the End-User can apply for a warranty extension. Latest information about the warranty terms can be obtained from WEIHENG via official website: <http://www.weiheng-tech.com>.

## **Contact Information**

Jiangsu Weiheng intelligent technology Co.,Ltd.

WEIHENG After-sale Service

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Tel: +86 4008776999

E-mail: [aftersales@weiheng-tech.com](mailto:aftersales@weiheng-tech.com)

Web: [www.weiheng-tech.com](http://www.weiheng-tech.com)

Importer for Australia

Importer Company: ECACTUS PTY LTD

Importer Address: SE 103 566 ST KILDA RD MELBOURNE VIC 3004

Importer Telephone: +61(0)417183105

Importer Email: [nassima.zxy@gmail.com](mailto:nassima.zxy@gmail.com)

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