

OPTONICA SOLAR

Address: Bulgaria, 1784 Sofia, Mladost 1, bl. 144, Ground Floor

Email: office@optonicaled.com

Phone: +359 2 988 45 72

Site: www.optonicaled.com



Warranty Claim Form for Optonica Battery

Note: Signature or Seal stamp required. Please send completed warranty claim form and purchase invoice to office@optonicaled.com

OPTONICA SOLAR shall have no obligation for unqualified application such as incorrect information or missing necessary information.

Product Model		Serial Number (S / N)	
Company Name			
Company Address			
Contact Person		Contact Number	
Contact email			
Replacement Delivery Address			
Name of End user			
End user address			
End user email/phone		Date of Installation	

Details of PV installation

Panel Specifications	Voc.(V):	Vmp	Pmax.(W):
Number of strings per MPPT:		___/___(A / B)	
Number of panels for each string:		___/___/___/___/(1 / 2 / 3 / 4)	
Actual grid voltage (V):			
Site of installation of the inverter (indoor, outdoor, rain, sunshine)			

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Fault Description

Detailed Description, frequency of fault:

Date:.....**Signature:****Stamp:**

You should be aware of the following

1. Take a picture of the entire defective part.
2. Take a close up picture of the defect.
3. Send this form, pictures, and the copy of your purchase invoice to our warranty service (office@optonicaled.com)
4. We will review your claim to verify if it qualifies with OPTONICA SOLAR.

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5. If your product is defective we will provide you with a replacement part. Freight charges incurred are the consumer's responsibility if the reason is caused by wrong operation.
6. If there is no special arrangement when purchasing the product, the transport costs will be covered by the customer.
7. The problematic products should be shipped back to OPTONICA SOLAR's factory once they reach a certain amount.

Limited Product Warranty

1. OPTONICA SOLAR warrants that the product does not exist defects in materials or craftsmanship within ten (10) years for battery cells and (3) years for BMS from Warranty Start Date.
2. After purchased, the installation needs to be completed within one (1) month. If the battery fails, it needs to be declared within two (2) weeks. The battery module damage caused by the battery cannot be charged for a long time due to negligence, it is not within the warranty range.
3. The warranty period of unregistered products is five (5) years. If it does not meet the installation guide, the product is not within the warranty range.

Limited Performance Warranty

1. OPTONICA SOLAR warrants that the product will maintain seventy percent (70%) of its Usable Energy within ten (10) years for battery cells and (3) years for BMS from the Warranty Start Date; or reach the Minimum Throughput Energy, whichever occurs first. On the condition that the product is operated in a normal manner and comply with the user guide provided by OPTONICA SOLAR.
2. The Minimum Throughput Energy means the total output energy of the product recorded in the control module of the Product.

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3. The Usable Energy and Minimum Throughput Energy for each product Model are set out in the table below.

Warranty Limitations

1. The Limited Warranties in clauses Limited Product Warranty and Limited Performance Warranty are subject to and must be read together with the limitations, exclusions, and limitations set out below.

Disclaimer

1. In the scope allowed by the law, the warranty in this Limited Warranty is the only clear warranty of the product. OPTONICA SOLAR deny all legal and hit warranties, including but not limited to any suitable market, suitable for specific purposes or non- infringement warranties. In the scope allowed by the law, as long as such warranty cannot be denied, OPTONICA SOLAR limits the period and remedial measures of such warranties within the period of this limited warranty, and OPTONICA SOLAR selects the maintenance or replacement service described below.
2. The seller of the product or anyone else has no right to represent OPTONICA SOLAR to make any guarantee other than the content contained in the document, and there is no right to extend the guarantee period to the time limit of the above regulations.

Limitation of Liability

1. In addition to the situation stipulated in this warranty, within the maximum range of law, any indirect, accidental, special, or specially caused by products or its installation, use, performance or non -performance, or any defects or violations of guarantees Or punitive damage (including but not limited to profit loss, goodwill or commercial reputation damage, or delayed damage), whether or not based on contract, guarantee, negligence, strict

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responsibility or any other theories, OPTONICA SOLAR is not responsible. The overall responsibility of OPTONICA SOLAR (if so), whether it is damage or other aspects, it shall not exceed the purchase price paid by the original buyer for the product.

Warranty Limitations

The Limited Warranty in clauses Limited Product Warranty and Limited Performance Warranty does not apply to any defect or deterioration resulting from:

1. The product is not installed, maintained or operated in accordance with the operation manual.
2. After installation, the product is moved or shaken, or the charging temperature is higher than 50°C or less than 0°C, or the discharge temperature is higher than 55°C or lower than -20°C.
3. The original buyer did not notify the defect or degradation to OPTONICA SOLAR or OPTONICA SOLAR authorized service partners (OPTONICA SOLAR Partner) within 30 days after discovering defects or degradation.
4. The Product not being installed within one (1) month from the Warranty Start Date.
5. Operation of the Product with an inverter that is not a OPTONICA SOLAR certified.
6. Without the approval of OPTONICA SOLAR or OPTONICA SOLAR partners, the product is modified or repaired.
7. A force majeure event (e.g., natural disasters, such as floods, fires, earthquakes, lightning, or other abnormal environmental conditions, war, etc.).
8. The obvious damage of the product during the transportation.
9. State or regional laws, regulations or instructions changes.
10. The product has not been used in 6 months or more.

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Warranty Exclusions

The Limited Warranty in clauses Limited Product Warranty and Limited Performance Warranty does not apply:

1. If the Product was not purchased in Europe.
2. The original buyer does not grant OPTONICA SOLAR or OPTONICA SOLAR partners access to the performance data of the product through the Internet after reporting warranty claim, or manipulate these data.
3. Product appearance wear (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not affect its function.
4. Any property loss or personal damage caused by any defects. If the product is sold to the original buyer, the level of science and technical knowledge is not enough to make the defects to be discovered.
5. If the invoice of the product and the information listed in clause 4 below are not provided with the warranty claim; or
6. If the serial number on the product can no longer be recognized or has been modified.

Remedial Measures for Breach of Warranty

1. On the premise of complying with the above mentioned exemption clauses and restrictions, if the product does not meet limited warranty in clauses Limited Product Warranty and Limited Performance Warranty, OPTONICA SOLAR will repair or replace the non-conforming product or parts thereof within the warranty term at no charge (or provide a partial refund), on the following conditions.
2. Whether to repair or replace the Product will be determined by OPTONICA SOLAR in its sole discretion.

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3. The Product or any of its parts to be replaced will have the same performance and reliability as the original product. If related types of products or any of its components have been discontinued, withdrawn from the market, or are otherwise unavailable,

OPTONICA SOLAR may replace with the similar products or components (which may include previously used Components).

4. If OPTONICA SOLAR does not repair or replace the defective Product or parts, OPTONICA SOLAR will return the remaining amount to original buyer, which calculated as follows:

4.1. If the Product fails to comply with the Limited Performance Warranty in clause Limited Performance Warranty OPTONICA SOLAR may calculate the refund using one of the following two refund formulas:

- Refund = maximum claim amount* x (warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product) / warranted Minimum Throughput Energy;
- Refund = maximum claim amount* x (warranted remaining Useable Energy - remaining Useable Energy) / warranted Usable Energy; and

4.2. If the Product cannot be operated, DEYE ESS will calculate the refund as follows:
Refund = (maximum claim amount*/120) x (120 - number of months since Warranty Start Date).

- *If the product is newly purchased and has no defective, the maximum claim amount is the market value of products (or an equivalent product) determined by OPTONICA SOLAR.

5. The above remedial measures are the only and exclusive obligations of OPTONICA SOLAR to the original buyer under the limited warranty. If the product does not comply with limited warranty, OPTONICA SOLAR does not bear other responsibilities to the original buyer.

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Out of Warranty

1. In the event of the product is out of warranty, OPTONICA SOLAR can (decide on its own) provide certain after-sales service to the original buyer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the original buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects so that OPTONICA SOLAR partners can determine whether these defects can be repaired.