



SAJ Limited Warranty (Global)

This Limited Warranty applies to SAJ Electric inverter (inverter listed in Products covered below) purchased and installed in the destination defined within the global market mentioned below. The global market defined as the countries/regions except mainland China, Hong Kong, Macao, Taiwan, Australia, New Zealand, America, Canada, Latin America and European countries.

Products covered:

M2 Series.

Standard Warranty Period

Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) provides a standard warranty period of 144 months (12 years) from the date of completion of commissioning or 150 months (12 years and 6 months) from the date of product shipment from SAJ, whichever is earlier.

Extension of Warranty

The purchaser of SAJ inverters should extend the warranty period within 18 months from the date of installation or 30 months from the date of shipment from SAJ, whichever is earlier, by providing the serial number of the unit and purchased receipt. You can purchase the warranty extension for 15 years or 20 years but do not apply the extension beyond the specified date, or else your application will be unacceptable. Please refer to the Warranty Extension Order Form for more details. The price for warranty could be refreshed every year, according to average inflation index of the target market.

Please contact SAJ customer service department to apply for warranty extension. Once the purchase of the warranty extension goes into effect, SAJ will send the warranty extension certificate to the customer for confirming the extended warranty period.

Warranty Claim

In order to make a claim under this Warranty, please contact your distributor or installer who sold you your SAJ inverter. If you are unable to contact your distributor or installer who sold you your SAJ inverter, you should contact SAJ at the address, email address or telephone number identified below.

To claim the warranty under the warranty policy of SAJ, you need to supply us with the following information and documentation regarding the faulty inverter:

1. Product model number (e.g. M2-2.25K-S4) and serial number (SN, e.g. M2S2344G1825EN001).
2. Copy of the invoice and warranty certificate of the inverter.
3. Provide all of the information requested in the Warranty Card accompanying these Terms.
4. Error message on APP (if available) or any information which would be helpful to determine the defect.
5. Detailed information about the entire system (PV panels, modules, circuits, etc.).
6. Documentation of previous claims/exchanges (if applicable).



Guangzhou Sanjing Electric Co., Ltd.

Add: SAJ High-TECH Park, No.9, Lizhishan Road, Science City, Guangzhou High-tech Zone, Guangdong, P.R.China
E-mail: info@saj-electric.com Tel: 400-960-0112 Fax: 020-66608589 Website: www.saj-electric.com

Remedy

- If the covered product is confirmed by SAJ or authorized service partner to be defective or non-conformity, SAJ will replace or repair the defective or non-conforming product at its sole discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of warranty period.
- SAJ will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective products. The replaced product in exchange will become SAJ's property immediately.
- If the product/parts are not manufactured anymore, SAJ, at its option, may replace it with a different type of product with equivalent function and quality to the origin product/part..
- If the product is repaired or replaced under this warranty, the remaining warranty period of the original product will apply to the repaired or replacement product.
- The replacement accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

Exclusion of Liability:

Product problems caused by the following conditions are not covered by the warranty. (SAJ customer service department, SAJ authorized dealers and distributors are responsible for the following investigations).

- Warranty period specified above is already expired.
- End user fails to provide the information required for Warranty Claim.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ, or by SAJ authorized personal.
- Product damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by SAJ, whichever fails to comply with any/all user manuals.
- Damage to product during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Use of incompatible battery.
- Insufficient ventilation of inverter.
- The effects of other objects and force majeure (including but not limited to floods, lightning, earthquake, grid overvoltage, bad weather, fire, etc.).
- Removal and reinstallation of the product at a location other than the original installation location, without the permission from SAJ.
- Cosmetic defects on the enclosure that does not affect the normal operation of battery.
- Product damage caused by the intentional or gross negligence of the end user.
- Product issues arise due to amendment or modification of national or regional laws or regulations.

Non-applicability of Warranty Claim

If the claimants do not conform to the above warranty terms, SAJ reserves the right to claim for all expenses incurred by the claimants.

Warranty Limitations and Disclaimer

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees, remedies and conditions, whether oral, written, statutory, expressed or implied. To the extent permitted by applicable law, SAJ expressly disclaimed any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If SAJ cannot disclaim implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, SAJ limits the duration of and remedies for such guarantees and warranties to durations and remedies described in this Limited Warranty.



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No distributor, agent or staff of SAJ and / or SAJ authorized service partner can modify or waive any part of this 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.

To the greatest extent permitted by law, SAJ will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this 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.

To the greatest extent permitted by law, SAJ's liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to SAJ for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

Out of Warranty

If the warranty is expired, SAJ will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost and working hours of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who support remotely, repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to SAJ and replacement products from SAJ to customer, including customs duties and other derivative charges.

Contact Details

Guangzhou Sanjing Electric Co., Ltd.

Add: SAJ Innovation Park, No.9, Lizhishan Road, Guangzhou Science City, Guangdong, P.R.China.

Web: <http://www.saj-electric.com>

Technical Support & Service

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