

Donnergy Inverter Warranty Terms and Conditions

1. Terms and Conditions

- (1) Product Coverage: All products and accessories purchased from Donnergy.
- (2) Regional Coverage: All countries and regions.
- (3) Warranty Period: The Serial Number (S/N) must be provided to claim warranty. The warranty period commences three (3) months after the product leaves Donnergy's factory.
- (4) Proof of Purchase: Customers must retain the original purchase invoice or receipt and present it when filing a warranty claim.
- (5) Effective Date: July 20, 2025.

2. Service Commitment

- (1) Customer Support Hotline: +86 755 88656828 (general inquiries & technical support).
- (2) Support Email: support@donnergy.com (direct contact with Donnergy representatives).
- (3) Warranty Duration & Service Solutions:

2.2 Warranty Period & Service Method

| Product Type | Model(s) | Warranty Period | Service Method |
|-------------------|--|----------------------------------|---|
| Hybrid Inverter | DGH02-P1M6K~12K-EU | 5 years (extendable to 10 years) | On-site repair / Return-to-factory repair / Replacement |
| | DGH02-P3M6K~12K-EU | | |
| Off-Grid Inverter | DOG02-P1M5K-10K-EU | 3 years | Return-to-factory repair / Replacement |
| Accessories | WiFi Data logger | 3 years | Replacement |
| | AC waterproof connectors, terminals, RS485, MC4, CTs, etc. | 1 year | Replacement |

Note: If contractual agreements specify different terms, those terms shall prevail.

Installation & Commissioning: Only remote guidance (installation videos, wiring diagrams, parameter settings) is provided unless otherwise agreed in the contract.

3. Response Time Commitment

3.1 After-Sales Support

(1) Remote technical support available.

(2) Response times:

- Phone inquiries: 12 hours.
- Email/online submissions: 24 hours.

(3) For confirmed defects, a resolution plan will be provided within 2 business days.

(4) Return/replacement shipments:

- 5 business days (Mainland China).
- 7 business days (outside China).

3.2 On-Site Service

Subject to contractual agreements.

3.3 Spare Parts Policy

(1) Donnergy maintains safety stock at regional service centers for rapid replacement.

(2) After the standard warranty (3/5 years) or extended warranty expires, spare parts remain available at original contract prices.

(3) Discontinuation notice: Donnergy will notify direct purchasers 6 months in advance if a product/part is discontinued.

4. Shipping Costs

(1) Warranty Period: Donnergy covers one-way shipping; customers bear customs clearance fees.

(2) Post-Warranty: Customers cover all shipping and related costs.

5. Warranty Claim Process

Submit claims via phone, fax, or email with the following details:

- (1) Product Info: Model, S/N, purchase date.
- (2) Claimant Info: Name, company, contact details, shipping address.
- (3) System Configuration: PV array details (strings, parallel/series setup, grid type, battery type).
- (4) Fault Description: Error codes/messages (LCD display), photos, or other evidence.

[Important Notice]

- Donnergy reserves the right to reject claims lacking necessary information.
- Liability is limited to the actual invoice value of the defective product. Indirect losses (e.g., revenue loss, data damage) are excluded.
- Out-of-warranty services incur fees (parts, labor, etc.), unless covered by a maintenance contract.

6. Warranty Exclusions

Warranty is void if:

- (1) Unauthorized disassembly/tampering with seals.
- (2) Damage from improper transport, storage, installation, or use.
- (3) Operation beyond specified environmental conditions (temperature, humidity, IP rating).
- (4) Unapproved modifications to electrical/structural components.
- (5) Installation errors (e.g., incorrect DC/AC wiring, loose connections).
- (6) Non-compliance with user manuals/installation guidelines.
- (7) Unauthorized repairs or alterations.
- (8) Inadequate ventilation.
- (9) Violation of safety regulations.
- (10) Force Majeure: Natural disasters (storms, floods, lightning), vandalism, fire, etc.
- (11) Corrosion due to harsh environments (e.g., coastal/industrial areas) without Donnergy's written approval.

7. Governing Law & Dispute Resolution

Governing Law: Laws of the People's Republic of China.

Arbitration: Disputes shall be resolved by the China International Economic and Trade Arbitration Commission (CIETAC) Shenzhen, conducted in Chinese. Awards are final and binding.

8. Additional Terms

OEM Products: Excluded; warranty terms are defined in separate contracts.

Statutory Rights: This warranty does not affect consumers' rights under applicable laws (e.g., refund/replacement for major failures under Australian Consumer Law).

Updates: Terms are revised biannually. Check the latest version at www.donnergy.com.

Final Interpretation: Donnergy reserves the right to interpret these terms.

Company: Shenzhen Donnergy Technology Co., Ltd

Address: Bldg 1, Lehua Industrial Park, No. 37 Kengwei Avenue, Shiyan Street, Bao'an District, Shenzhen, 518108, China

Tel: +86 755 88656959

Email: sales@donnergy.com

Website: www.donnergy.com