



## Chint Power Systems America Inverter Warranty

Chint Power Systems America Co. ("CPS") and its parent company, Shanghai Chint Power Systems Co., Ltd, warrant that all new inverter products conform to applicable codes and standards and are free of any defects in material and workmanship for a standard warranty period of five (5) years. The warranty period begins one (1) month from the date CPS ships the product or the date of installation, whichever comes first. If the customer purchases an extended warranty, the warranty terms and conditions provided herein will continue for the duration of the extended warranty.

### Scope of Warranty Services:

- Covers new inverter products installed in North America.
- CPS will repair, replace with a product of the same type, or refund the purchase price, at its sole discretion, at no cost to the customer if the customer notifies CPS of any breach of warranty within the warranty period.
- CPS will, with commercially reasonable efforts, respond to customer inquiries within 24 hours and provide a resolution plan within 48 hours to rapidly resolve warranty issues.
- If the unit is replaced in the field, the customer agrees to utilize the CPS Return Material Authorization ("RMA") process in place at the time of replacement.
- CPS warrants that any repaired or replaced product will be free from defects in material or workmanship for the remainder of original unit warranty period.

### Warranty Exclusions:

- Damage from shipping or transportation.
- Damage caused by improper installation, operation and maintenance according to the installation manual or any local, state or federal codes and requirements.
- Replaceable service items, including fuses and filters.
- Any costs incurred by the customer or installer for troubleshooting, installation, removal or the value of lost energy production.
- Damage caused by force majeure, including but not limited to flood, fire, earthquakes and lightning.
- Material or workmanship not provided by CPS or its approved service providers.
- Damage caused by rust or corrosion.

If your product requires troubleshooting or warranty service, contact your installer or dealer. If you are unable to contact your installer or dealer, or the installer or dealer is unable to provide service, contact CPS directly at:

North American call center 1-855-584-7168  
service.cps@chint.com

CPS LIABILITY FOR LOSSES CAUSED BY PRODUCT FAILURE OR DAMAGE IS ONLY LIMITED TO THE VALUE OF THE PURCHASE PRICE OF THE ORIGINAL PRODUCT AND EXCLUDES CONSEQUENTIAL LOSSES. IN THE EVENT OF ANY DISCREPANCY BETWEEN OTHER APPLICABLE QUALITY GUARANTEE OR AFTER-SALES PROVISIONS AND THIS WARRANTY, THIS WARRANTY SHALL PREVAIL. IN THE EVENT THAT PROVISIONS OF THIS WARRANTY ARE IN CONTRADICTION WITH APPLICABLE STATE OR FEDERAL LAWS OR REGULATIONS, THE LATTER SHALL HAVE TOP PRIORITY. THE RIGHT OF MODIFICATION AND INTERPRETATION OF THIS WARRANTY IS RESERVED BY SHANGHAI CHINT POWER SYSTEM CO., LTD.

CHINT POWER SYSTEMS AMERICA CO.  
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