



Guangzhou Sanjing Electric Co., Ltd.

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SAJ Limited Warranty for Hybrid Inverter

1. Scope of Warranty

This Limited Warranty applies to Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) CH2 and CH3 series hybrid inverters, Products covered as below:

Hybrid inverters related product:

Product Type	Inverter Model	Battery Model
CH2	CH2-29.9K-T4-X	CB2, CB3
	CH2-30K-T4-X	
	CH2-50K-T6-X	
CH3	CH3-75K-T6	CB3
	CH3-80K-T6	
	CH3-99.9K-T8	
	CH3-100K-T8	
	CH3-110K-T8	
	CH3-125K-T8	

Notes: 1. The battery connected to CH2/CH3 must be selected from the whitelist provided by SAJ.
2. The battery warranty is not within the scope of warranty of SAJ.

This SAJ Hybrid inverters Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized SAJ hybrid inverters partners.

2. Standard Warranty Period

Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) provides standard warranty period (for products covered) of 60 months (5 years) from the date of completion of commissioning or 66 months (5 years and 6 months) from the date of product shipment from SAJ, whichever is earlier. The specific warranty period shall be specified by both parties in the sales contract. Customer can buy 5 years warranty extension for product covered. The system must comply with the operating conditions under the specification and the installation manual supplied by SAJ.

Product	Warranty Period	Statement
CH2/CH3 series	5 Years	Standard Warranty
		5 years Extension Warranty optional

3. Warranty conditions

1) Purchasing and installation

The ESS products are purchased from SAJ or through recognized SAJ ESS partners and be



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installed in countries or regions where SAJ has approved its installation and use.

2) Online Requirements

Products covered by this policy must remain online throughout the warranty period to ensure warranty validity.

If a product goes offline due to network issues or other reasons not authorized by SAJ ESS, the cumulative offline time within a 12-month period must not exceed 6 months.

Furthermore, warranty claims must be submitted within 3 months of the last online connection; otherwise, this policy will expire.

4. Extension of Warranty

Extension of warranty is available for the inverter. The owner of SAJ inverters may 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.

Extension of warranty can be extended for ten years maximum. 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. SAJ will update the warranty extension price annually. The updated price will not affect previously completed contracts.

5. Warranty clause

- If defect of product occurs within the warranty period as determined above, SAJ will provide spare parts service to customers when the product fails to meet the specification function.
- If the covered product has failures or warnings, the relevant information must be reported to SAJ distributor within 15 days of appearance. Alternatively, clients may call the SAJ service phone number for reporting issues and send the warranty card to SAJ Service Center by fax or email within 15 days of appearance.
- Covered product should be installed and commissioned by a professional installer.
- The battery brand and model connected to SAJ inverters must be selected from the whitelist provided by SAJ, please check SAJ official website for detailed information.
- End user shall operate and use the product properly according to User Manual.
- It is obligated that all the inverters have internet connection for SAJ monitoring and remote firmware upgrades. If the system is not connected to SAJ network, services will not be provided in time, and in such kind of situations SAJ is not liable for the consequences arising therefrom. Warranty extension service are not available for devices that are not connected to SAJ network.
- SAJ only provides technical support for troubleshooting and spare part services in the countries covered by our service capabilities. For issues not included in our designated country list, distributors or installers are responsible for troubleshooting and purchase of spare parts.
- Products that are not installed in a country covered by our service capabilities must be sent to SAJ designated country for fault analysis. Customers shall bear the transportation costs.
- In case of product failure, SAJ is responsible for providing technical guidance and support. The installer must assist in completing the problem location analysis. The service fee shall be negotiated between the installer and the customer.
- If the customer requires SAJ Electric to conduct on-site troubleshooting and it is ultimately confirmed that the problem is not caused by SAJ Electric's equipment, the customer must bear the travel expenses of SAJ Electric's service personnel.
- Onsite engineering operations shall be implemented by the customer, or by customer entrusted installer. SAJ is not responsible for onsite replacement.



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- After the spare parts request is confirmed, SAJ is responsible for the transportation of spare parts and the faulty parts within the warranty period.
- SAJ spare parts (excluding batteries) shall be delivered within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to SAJ. The customer shall return the faulty parts to SAJ within 15 working days. If the faulty parts cannot be returned, the customer must compensate SAJ for the loss.
- If the customer does not provide sufficient information or the spare parts are replaced without SAJ's confirmation when the actual equipment is free of fault, the customer shall bear the freight.

6. Claiming Process

In the event of a fault, please contact the installer or distributor who sold you the equipment to arrange preliminary troubleshooting and contact SAJ if necessary.

To make a claim under this warranty. End user must:

- Provide all the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the faulty device and installation date.
- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s).

7. Warranty Service Description

Standard Warranty Services

Category	Service	Description
Remote Technical Support	Hotline	9*5 The SLA signed in the contract is subject to the information provided by SAJ official Web site: https://www.saj-electric.com/
	Remote troubleshooting	China: 10*7 Other countries: 9*5
	Online technical support	24*7
Software Support	Software update authorization	24*7
Hardware Support	Spare parts return for repair	/
	Pre-replacement of spare parts (Non-hazardous)	9*5*2 BD-S
	Pre-replacement of spare parts (Hazardous)	9*5*2 BD-S For countries or regions where dangerous good (such as batteries) cannot be delivered, the spare parts response time must be separately specified in the contract. For details about the spare parts delivery time, consult the regional spare parts contact person.



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On-site Support	Onsite Hardware Replacement	/
	Onsite fault diagnosis	/
	On-site spare parts recovery	

Terminology:

- ◆ 9*5: Workdays, 9:00-18:00, excluding legal holidays
- ◆ 24*7: Mon-Sun, 00:00-24:00
- ◆ BD: Business Day(Workday)
- ◆ 2BD-S: SAJ shall issue spare parts within two days after confirmation of necessary to replace the hardware and provide the email.

Remote Support Services

Remote technical support refers to the technical support provided by SAJ by telephone or email for SAJ product problems. Including SAJ hotline, remote technical support, and online technical support, multi-channel technical support.

Hotline

Receiving and tracking service requests based on the service interface platform.

Details about the hotline number are available the official SAJ website. If there is no SAJ service hotline in a country, please contact the hotline of a neighboring country.

Email: Services vary by regions, please check on SAJ official website.

Remote technical support

Including technical consulting and issue solving. Technical consulting refers to the technical guidance for service requests without product quality issues. Issue solving refers to solutions for product issues within the promised service time.

Online Technical Support

SAJ provides support services via SAJ official Elekeeper portal. Customers can log in to (<https://www.saj-electric.com/>), in this way SAJ provides O&M experience introduction, case sharing, and technical documents to different products accordingly.

Multi-channel support

Customers can reach SAJ official account on the social media platforms to obtain more technical support information.

Software Support Services

If necessary, SAJ provides software update guidance services for customers free of charge within the warranty period.

SAJ guarantees that the Products are in good operation status but does not guarantee that the Software is error-free or uninterrupted, nor that SAJ will correct all program errors.



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Hardware Support Services

Hardware is a prerequisite for the stable running of the product. SAJ hardware support service ensures the stable operation of the products.

8. 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 spare parts costs related to such non-conforming or defective products. The replaced product will immediately become the property of SAJ.
- 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 or refund the market price of an equivalent product at the time of the warranty claim.
- 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 inverters or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

9. Exclusion of Liability:

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

- Normal wear and tear (including, without limitation, wear and tear of batteries).
- Warranty period specified above has already expired (excluding additional agreements of warranty extension).
- End user fails to provide all the information required for Claiming Process.
- Failure to notify distributor, dealer or SAJ of defective products within 30 days of appearance.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ or by personal unauthorized by SAJ.
- Equipment damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by SAJ, which fails to comply with any/all user manuals.
- Damage to equipment during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Improper storage or handling cause product damage.
- Use of incompatible batteries.
- The effects of other objects and force majeure (including but not limited to floods, lightning, earthquake, grid overvoltage, bad weather, fire, etc.).
- Vandalism, engraving, labels, irreversible marking or contamination or theft.
- Faults or damage caused by other factors not related to the inverter.
- Removal and reinstallation of the product without the permission from SAJ.
- Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents, and external influences. Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without SAJ'S written confirmation/approval prior to the installation.
- 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.
- Defects of product arise due to amendment or modification of national or regional laws or regulations.



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10. 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 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.

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.

11. Out of Warranty

If the warranty time is expired, customers can purchase service from SAJ. 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 of technicians presents at the site.

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

Labor expense: The labor cost of technicians, including personnel who 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



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products from SAJ to customer, including customs duties and other derivative charges.

Contact us:

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