

BEXIE GROUP Inverter Warranty Terms and Conditions for Europe

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Applicable products

This Factory's Warranty only applies to the following products, which are installed in European countries.

PRODUCT	STANDARD WARRANTY PERIOD (MONTHS)	EXTENDED WARRANTY PERIOD (MONTHS)	SERVICE MODES
Grid-tied Inverters	60	120	Remote Technical Support Service or Onsite Service
Hybrid Inverters	60	120	
Accessories	24	/	

*This factory warranty is a promise from BEXIE GROUP to its end users on the applicable products listed above. Subject to the trading countries/states, end users may receive an additional warranty promise (should be at least equivalent to the Factory's warranty) which is provided by BEXIE GROUP's local distributor; should any claims arise in this respect, please direct the claims to the local distributor.

Please refer to the latest version of the BEXIE GROUP limited warranty by visiting our global website via www.bexiegroup.com

Warranty Period

The Standard Warranty Period shall commence from the earlier of the following:

- (1) the date of when the first installation of the warranted product is completed, or the date of purchase on a valid purchasing invoice that end user provide.
- (2) 6 months after the date of production from BEXIE GROUP Co.Ltd (defined in the Serial number of the product) for circumstances where end user fails to provide a valid purchasing invoice.

Warranty Conditions

In the case of a faulty inverter during the agreed BEXIE GROUP warranty period, please report the defective inverter with a brief error description to our service hotline for registering and send your warranty card to our service department by fax/email to process the warranty claim. You may also contact your dealer (BEXIE GROUP authorized dealer or distributor) or installer if your unit is defective or faulty.

To make a claim under the warranty periods of BEXIE GROUP, you need to provide us the following information and documentation of the faulty inverter:

- (1) Product Model and serial number
- (2) A copy of the valid purchasing invoice
- (3) Fault descriptions and error IDs (where applicable)
- (4) End user and/or claimant details
- (5) Detailed information about the entire system (module, PV system diagram, installation date, etc.)
- (6) Documentation of previous claims/exchanges (if applicable)

If an inverter is faulty while it is under BEXIE GROUP warranty period, it will be:

- (1) Repaired by BEXIE GROUP, or
- (2) Repaired on-site, or

- (3) Exchanged with a refurbished inverter that includes all firmware updates. If the inverter needs to be exchanged, the remainder of the warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by BEXIE GROUP. If the remaining warranty period is less than 6 months, you will automatically receive a 6-month warranty period for the replacement unit.

The warranty includes the cost of work and material necessary to regain a faultless functioning inverter. All other costs, particularly transports, travel and accommodation cost of BEXIE GROUP personnel as well as costs of your own staff are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by the warranty.

Faulty inverters and components should be returned to BEXIE GROUP, they must be packed in their original or equivalent packaging for transportation.

BEXIE GROUP keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services.

All warranty services are free of charge only if the action is agreed with BEXIE GROUP in advance.

Scope of the Manufacturer Warranty

To provide excellent Service to BEXIE GROUP's end users, all BEXIE GROUP authorized Dealers or Distributors are requested to respond to your warranty claim. BEXIE GROUP will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following situations will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by BEXIE GROUP for the following investigation):

- (1) "Warranty Card" not being sent back to Distributor/Dealer or BEXIE GROUP
- (2) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by BEXIE GROUP
- (3) Changes have been made, or repairs been attempted by technician, without authorization from BEXIE GROUP, or serial number or seals have been removed
- (4) The product has been installed or commissioned incorrectly
- (5) You or another user have failed to comply with the safety regulations (VDE standards or equivalent)
- (6) The product has been improperly stored and damaged while being stored by the dealer or the end user
- (7) The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to the shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified
- (8) You or another user have failed to follow any/all of the user manual, the installation guide, and the maintenance regulations
- (9) The device has been used improperly or misused
- (10) Insufficient ventilation of the device
- (11) The maintenance procedures relating to the product have not been followed to an acceptable standard
- (12) The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.)

(13) The damage is only cosmetic and has no impact on the functioning of the device

This warranty is without prejudice to your rights under the statutory law, including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages.

Extension of the Warranty Period

For BEXIE GROUP inverters you may apply for a warranty extension during 60 months from the date of production from BEXIE GROUP by providing the serial number and copy of the warranty card of the unit. BEXIE GROUP may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10 years.

Once the purchase of the warranty extension has been processed, BEXIE GROUP will send the warranty extension certificate to the customer confirming the extended warranty period.

Latest information about the warranty terms and conditions and local service hotline can be obtained from our website: www.bexiegroup.com

Applicable Law

This warranty is governed by EU law. Products come with guarantees that cannot be excluded under EU consumer law. The buyer has the right to compensation for a material defect for any other reasonably foreseeable damage. The buyer also has the right to repair or replacement if the products are not of acceptable quality and the defect is not a substantial defect but affects the normal use of the product. The benefits provided by the warranty are in addition to any other rights and remedies available to the consumer under any law relating to the goods or services to which the warranty relates.

The Conditions are limited to BEXIE GROUP Co. Ltd.

Contact us

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