

## Samil Power Warranty Terms and Conditions

### Standard warranty:

The standard warranty period for the SolarRiver Series and SolarLake Series inverters is 60 months (5 years) from the date of installation and no more than 66 months (5.5 years) from the date of shipment from Samil Power Co, Ltd.

The standard warranty period for the accessory products, include SolarPower Manager, SolarEnvironment Monitor and SolarArray Combiner is 24 months (2 years) from the date of installation and not more than 30 months (2.5 years) from the date of shipment from Samil Power Co, Ltd.

### Extension of warranty period:

For inverters (SolarRiver Series and SolarLake Series) the purchaser may apply for a warranty extension up to 12 months following the installation date or 24 months from the date of shipment (whichever date comes first) from Samil Power by providing the serial number of the unit. Samil Power may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 10, 15 or 20 years. For more details please refer to the Warranty Extension Order Form.

For system accessories the purchaser may apply for a warranty extension up to 6 months following the installation date or 12 months from the date of shipment (whichever date comes first) from Samil Power by providing the serial number of the unit. Samil Power may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 5 or 10 years. For more details please refer to the Warranty Extension Order Form.

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

### Warranty claim procedure:

Please report defective devices with a brief error description to our service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim. Alternatively, please contact your specific dealer or installer if your unit is defective or faulty.

To make a claim under the warranty terms of Samil Power, you will need to supply us with the following information and documentation regarding the faulty inverter:

- ✓ Product Model No.(e.g. SolarRiver 3300TL) and serial number (e.g.S3310C4005).
- ✓ Copy of the invoice and warranty certificate for the inverter.
- ✓ Copy of the installation report and installation date.
- ✓ Error message on LCD screen (if available) and additional information regarding the fault/error.
- ✓ Detailed information about the entire system (modules, circuits, etc.).
- ✓ Documentation of previous claims/exchanges (if applicable).

If a device fails while it is under Samil Power Factory Warranty, it will be:

- ✓ Repaired by Samil Power,  
or
- ✓ Repaired on-site,  
or
- ✓ Exchanged with a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this event, you will not receive a new certificate, as this replacement will be noted by Samil Power.

If the unit needs to be replaced following assessment, Samil Power will send a replacement unit immediately. The defective inverter should be sent back to the closest Samil Power office by packing in its original package if possible or other comparable packaging.

### **Exclusion of warranty claims:**

To provide better service to Samil Power's End Users, all Samil Power authorized Dealers or Distributors are requested to respond to End Users' warranty claim. Samil Power 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 circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by Samil Power for the following investigation):

- ✓ "Warranty Card" not being sent back to Distributor/Dealer or Samil Power;
- ✓ Product modified, design changed or parts replaced not approved by Samil Power;
- ✓ Changes, or attempted repairs and erasing of series number or seals by non Samil Power technician;
- ✓ Incorrect installation or commissioning;
- ✓ Failure to comply with the safety regulations (VDE standards, etc.);
- ✓ The Product has been improperly stored and damaged while being stored by the Dealer or the end user;
- ✓ Transport damage (including painting scratch caused by movement inside packaging during shipping).A claim should be made directly to shipping company/insurance company as soon as the container/package is unloaded and such damage is identified;
- ✓ Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;
- ✓ Improper use or misuse of the device;
- ✓ Insufficient ventilation of the device;
- ✓ The maintenance procedures relating to the product have not been followed to an acceptable standard;
- ✓ Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

### **Service after warranty expiration**

For products which are out of warranty, Samil Power charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

- ✓ On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- ✓ Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- ✓ Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or

software) and debugging the faulty product.

- ✓ Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to Samil Power or/and repaired products are sent from Samil Power to user.

	<b>Carry-In or Mail-In Service</b>	<b>On-site service</b>
Parts replacement not needed	Labor + Logistic fee (to and from Samil Power)	Labor + On-site attendance fee
Parts replacement needed	Labor + Parts + logistic fee (to and from Samil Power)	Labor + On-site attendance fee + Parts

Latest information on the terms of warranty and local service hotline can be obtained from our website: [www.samilpower.com](http://www.samilpower.com).