

WARRANTY TERMS

FOR ENERGY STORAGE SOLUTIONS

Inverter

DYNESS Inverter Warranty Terms and Conditions

This document constitutes the Limited Warranty Agreement ("Warranty") for the sale of DYNESS Inverters ("Products") by Dy Ness Digital Energy Technology Co., LTD. ("Seller") to the purchaser ("Buyer"). By purchasing the aforementioned products, the Buyer agrees to the terms outlined in this Warranty Agreement.

1 PURPOSE

The primary purpose of this agreement is to define the terms and conditions governing the sale and warranty policy of the Products.

2 INVERTER WARRANTY

The Inverter is warranted for a period of five years, with the option to extend to ten years. The warranty includes:

- (1) Standard five years' full warranty covering all parts and labor charges.
- (2) Standard ten years' limited warranty, comprising five years full warranty of coverage for all parts and labor charges, with an additional five years' limited warranty on all major components excluding labor charges and LCD components, when used exclusively with Dy Ness lithium batteries.

SPECIAL CONDITIONS OF WARRANTY:

This warranty applies only if the Products:

- are purchased from DYNESS or an Authorized Reseller in the Territory;
- bear the original DYNESS serial number;
- are installed by a certified electrician accompanied by a COC and/or any others documentation required by local authority;
- are installed with an approved battery module in the Territory; and
- are installed, operated, and maintained in accordance with the Product Instructions.

Please note that the warranty becomes void if the Product's defect or failure is due to misuse, abuse, accidents, or non-compliance with the Product instructions and manuals.

3 GENERAL TERMS AND CONDITIONS OF WARRANTY

Based on this agreement, the products manufactured and supplied by Dy Ness are warranted against material and manufacturing faults during the warranty period, subject to the following general terms and conditions:

- The product must be purchased and installed within the South African jurisdiction.
- Correct installation and commissioning must comply with the product's

installation instructions/manuals and meet the Benchmark initiatives' requirements.

- The warranty period commences from the product's installation date. If the installation occurs more than six months after the product's dispatch, the warranty period begins six months from the product's manufacturing date.
- The product must meet the criteria for warranty claims.

4 CONDITIONS FOR CLAIMING WARRANTY

Below are the necessary conditions for the product to be considered warranty-compliant and eligible for warranty claims from the seller and authorized reseller:

- (1) The product is intended for efficient use in residential and light commercial purposes and must be used accordingly.
- (2) The product must be used, maintained, and serviced according to the seller/manufacture's instructions, with records of maintenance and service kept for warranty claims.
- (3) The product must not be moved, reinstalled, or transferred without authorization from the original installation location.

During the warranty period, faulty or defective products or components will be repaired or replaced within 5 working days, provided that:

- (1) The repair or replacement is authorized or carried out by the seller or seller's approved service partner.
- (2) The product is returned to authorized locations by the seller.
- (3) Costs incurred by any third party without seller authorization will not be reimbursed.
- (4) Any remaining warranty continues after repair or replacement; no new warranty period commences.
- (5) Replaced products become the property of the seller.

All warranty claims must be made within the warranty period.

5 HOW TO CLAIM

To claim warranty, the buyer/user must:

- Contact the seller and provide the invoice, product serial number, initial installation date, and log data recorded by the Products.
- Complete root analysis testing if requested by the seller to support the claim. After the claim, DYNESS will conduct the final verification of the claim. The seller reserves the right to refuse exchange requests where adequate information is not provided.

- (1) For warranty replacement, contact the seller at Email: service@dyness-tech.com.
- (2) In case of disputes, the product must be evaluated by a certified testing laboratory or third-party testing company, with expenses borne by the buyer

unless the claim is proven valid, in which case DYNESS will cover the testing charges.

- (3) In case of non-availability of the product, DYNESS may replace it with a refurbished or different product with equivalent/similar functions and performance.
- (4) It is also clarified that replacements of the components, or products may not be brand new but will have the same quality and specifications, compliant or equivalent to the claimed product specifications.

6 EXCLUSIONS

The following instances render the warranty inapplicable:

- (1) If any warranty is claimed on the accessories and tool kits provided with the
- (2) Products sold as these items are excluded from list of products covered in warranty;
- (3) In case of expiry of warranty period specified above or in instance of any act or commission of theft of product or of its any component or part;
- (4) If the Product is used in any such unauthorized manner which have not been certified by DYNESS to be used;
- (5) If the Product is used including but not limited to improperly, negligently, inappropriately, using the Product outside the recommended ambient conditions as set out in Product Instructions, the warranty shall not be applicable;
- (6) If the product is damaged during including but not limited to negligent dropping, trampling, deforming, impacting, or spearing with a sharp item;
- (7) If any work including but not limited to storage, installation, commissioning, modification or repair of the Product is performed by any private person, other than DYNESS or a DYNESS's certified installer;
- (8) In case of any abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reason- able control of DYNESS;
- (9) In case of any illegal and unauthorized attempts to extend or reduce the life of the product without written confirmation by the seller, whether by physical means, programming or others;
- (10) In case of unauthorized and unwarranted removal, shifting and re- installation of products at another place without written confirmation of seller and following necessary protocols;
- (11) If the product is negligently brought in contact with water, conductive dust particles, corrosive gases;
- (12) If the product becomes defective or is damaged due to improper usage, unauthorized access or non-confirmation with the User manuals;
- (13) The apparent deterioration, superficial defects, dents or marks that impact the performance of the Product that occur due to usage and with passage of time and space;

- (14) In cases, where the buyer has tampered with or modified without seeking permission by the seller and in consequent thereof; the serial number of product becomes undecipherable or buyer refuses to provide the serial number to the seller at time of claiming warranty;
- (15) The product is not suitable for supplying or running any life-sustaining medical devices and any such activity shall not be applicable to claiming of warranty on account of any inefficient usage;
- (16) In case of Inverter being connected with the battery component that is not compatible with DYNESS inverters;
- (17) In case of any unauthorized adjustments made to the product by a third party, the warranty shall of the product shall cease to exist.
- (18) LIMITED WARRANTY
- (19) This warranty is limited and excludes installation, access to products, and special, incidental, and consequential damages arising from any defects in the product.
- (20) Dyness is not obliged to notify any Buyer, or future Buyer, after a certain date about any possible amendments or the non-applicability of this limited warranty regarding the supplied products (hereinafter referred to as the 'Products'). This warranty only applies to a sales agreement between Dyness and the Buyer in this instance. By purchasing the products, it shall be deemed that the buyer has also accepted the terms of this Warranty Agreement.



Discover Your Nature

Email:
service@dyness-tech.com

Tel:
+86 400 666 0655

Web:
www.dyness.com

Address:
Room 10001, Building C, Phase I, Xi'an National Digital
Publishing Base, No.996, Tiangu 7th Road, Hi-Tech
Industries Development Zone, Xi'an Shaanxi, China