

1. Warranty Terms and Conditions

NavaSolar (the COMPANY) warrants all Goods it supply ,to be free from defects in material or workmanship under normal uses and services within their warranty periods. The COMPANY will be obliged, depending on the arisen defect, to repair or to replace the defective product by means of spare parts or functional equivalent products . The decision whether to repair or to replace the defective equipment will be held in every case only by the COMPANY.

2. Warranty Period

Starting from the dates on serial numbers ,the COMPANY's products carry warranty periods as listed in following table :

Products	Description	Warranty Period
Mobile All-In-One Energy Storage	Trolley Inverter 1.5KW (1.28KWH) Trolley Inverter 3KW (2.56KWH/5.12KWH)	24-month
Hybrid Off-grid Solar Inverter	X Range 3KW/5KW/10KW MV Range 3KW/5KW/10KW	24-month
Lithium Battery Packs	25.6/48/51.2V rack mount or wall mount LiFePO4 battery packs with software BMS	60-month
Lithium Batteries in Lead Acid Cases	12.8/25.6V LiFePO4 batteries with hardware BMS	36-month
Lead Acid Batteries	12V Deep Cycle Gel batteries	12-month

3. Warranty Exclusions

- (a) Access, labor or transport costs.
- (b) Consequential damages including but not limited to loss of revenue.
- (c) Claims by third parties other than the Customer;.
- (d) Defects of installation. (Except where the installation is performed by the Company);.
- (e) Goods damaged as a consequence of incorrect installation. (Except where the installation is performed by the Company);.
- (f) Duties, import/export fees or costs and other general administrative costs;.
- (g) Damage to Goods caused by misuse, improper handling or unauthorized modification;.
- (h) Loss or damage occurring whilst in transit;.
- (i) Accidental or willful damage;.

4. Warranty Application

Well filled "Client Warranty Claim Form" is required for any warranty application ,product

model ,serial number and defective descriptions are MUST to be provided .

Client Warranty Claim Form

CLAIMANTS DETAILS (Must be completed)		DELIVERY ADDRESS (Must be completed if DHL spare parts)	
COMPANY	Country	COMPANY	Country
Address		Address.	
TELEPHONE:	EMAIL:	TELEPHONE:	EMAIL:
POSTCODE	CONTACT NAME	POSTAL CODE	CONTACT NAME
Basical Product Information (Must be completed)			
Product Type		Model	
Quantity		Fault Date	
Specification		S/N	
Detail Quality Abnormal Information (Must be completed)			
Problem Description: (include the Utility and Environment status)			
1. Whether unit packaging abnormal Yes / No (If yes , please attach relevant pictures) Picture and description 2. Whether product appearance abnormal Yes / No (If yes , please attach relevant pictures) Picture and description 3. Whether product quality abnormal Yes / No (If yes , please attach relevant pictures) Picture and description a) Error code or detail alarm information description in the LCD panel, if any (please attach its relevant pictures) b) Detail abnormal parameter in the LCD panel or by measurement (please attach its relevant pictures) Picture and description c) Damaged or defected parts description (please attach its relevant pictures)			
Preliminary treatment feedback at side			
Remark or Requirement			