

Product Warranty Terms and Policy

1. Warranty Duration

SHENZHEN VAMI TECHNOLOGY LIMITED (here inafter referred to as "VAMI") offers warranty services that meet the warranty scope and conditions for its manufactured solar energy storage products. Details are as follows:

Products	Warranty period	Service modes
INVERTERS		
VMIW Series Inverter	6 Years	1st-3th Year free replacement of new inverter 3th-6th Year technical support and free repair service
VMIO Series Inverter	3 Years	3 years free replacement of new inverter
MPPT charger	3 Years	3 years warranty from the acceptance date of the MPPT
LITHIUM BATTERY		
VMBF/VMBW/VMBR series Lithium attery	10 Years	Warranty Period: 10 years from original purchase (valid invoice required). Free Repair: Covered for material/workmanship defects within the warranty period. Chargeable Repair: Applied if chargeTdischarge cycles reach 6,000 in advance or SOH < 70%.

2. Warranty conditions

Products purchased and installed through VAMI or its authorized partners.

Warranty service is eligible under the following terms:

Products purchased through illegal channels, whether new, second-hand or refurbished, are not covered by this warranty.

During the standard warranty period, VAMI will afford the cost of parts repair or materials for the entire machine, but does not include labor costs of uninstalling the defective product or re-installing the repaired or replacement product.

In any case, VAMI will provide maximum compensation for losses caused by:

The compensation shall not exceed the amount paid by the customer for the equipment. If repairs are required, VAMI reserves the right to charge fees after determining non-product quality problems. The service fees will be charged in accordance with the "After-sales Service Quotation".

For products or parts that need to be returned, please make sure they are in the original packaging or equivalent measures to prevent loss or further damage during transportation. Otherwise, the person reporting problems will pay corresponding compensation costs.

Note: The battery pack available power test conditions: 80% discharge depth, 25±3°C temperature range, ≤0.5C charge/discharge

3.Product Repair

During the warranty period, if the product malfunctions or fails to work under normal operation According to product manual, the customer can contact VAMI via phone/fax/email with the "After-sales Acceptance Form" or provide sufficient information to help the after-sales service team process the warranty claim.

If a product malfunctions within the warranty period, VAMI will address it in one of the following ways:

- Remote video technical support;
- On-site repair by VAMI or its authorized third party;
- Remote video technical support;
- Return to VAMI repair center for servicing;

If the original model is diagnosed as irreparable by VAMI after-sales service engineers, and the product is discontinued with no stock available, VAMI reserves the right to replace it with a product of equivalent value and functionality.

Ensuring that VAMI and its authorized third-party technicians on-site inspections in sufficient time and in a safe environment.

The return shipping of the replaced product or components must use the original packaging of the replacement product or equivalent packaging.

The replacement product will automatically continue the remaining warranty period of the replaced product.

Before the shipping company appointed by VAMI takes the replaced product, the person requesting the repair is responsible for safely storing the product, and any lost of replaced products during this period will be paid by the person requesting the repair.

Note: Customers need to afford the round-trip shipping cost when sending it back to VAMI repair center.

4.Non-Warranty Liabilities

To obtain service under this Limited Warranty, the holder of the Warranty must comply with the following items:

Warranty claim: in general, serial number (S/N) and product model must be provided in order to claim warranty. The warranty period from the date of factory shipping date

Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required



System configuration details (Panels per string, grid voltage rating, grid frequency rating)

Breaking the product seal / opening the casing without permission from VAMI

Transport damage

Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of product

Failure to observe the user manual, the installation guide, and the maintenance regulations

Unauthorized Modifications, changes, or attempted repairs

Incorrect use or inappropriate operation

Insufficient ventilation of the device

Failure to observe the applicable safety regulations

Force majeure (e.g., lightning, over voltage, storm, fire)

For warranty invalid products, VAMI would charge for service fees for the service, example, spare parts cost, labor cost for products. Or according to maintenance contract, if there is maintenance contract signed

The above terms & conditions had described all responsibilities for products VAMI sold, it removes the other apparent & hint guarantee. Without formal document confirmation, VAMI would not responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, VAMI's responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, VAMI would perform in accord with the law

5.Product Repair



For products beyond the warranty period, VAMI can still provide related services, but will charge the end user for related fees, including but not limited to:

On-site service fees;
Material costs;
Logistics fees.

6. Other Terms

The purchase receipt should be properly kept as a basis for repair. Without relevant receipts, we do not guarantee the ability to enjoy VAMI related warranty services."

The warranty terms are the only express warranty terms for products provided by VAMI, with no other express, implied, oral, or written guarantees.

The warranty should not be understood as a guarantee of the product's lifespan or the availability of the same model of the product.

During the warranty period, VAMI is responsible for the labor costs of repair personnel and the cost of necessary materials, but does not bear other expenses.

Unless there is a separate special service agreement between VAMI and the customer, this agreement shall prevail.

According to national laws, regulations, and relevant policies, VAMI may update the product warranty terms and policies from time to time. To obtain the latest version, please contact VAMI after-sales service center.

VAMI reserves the final interpretation rights of the above terms.

SHENZHEN VAMI ELECTRIC TECHNOLOGY LIMITED

email: info@vami-tek.com

Official website: www.vami-tek.com

Add: Tongxin Park, No.68 Meihua Road, Fuyong Street, Bao'an District, Shenzhen, Guangdong