

This Darfon Electronics Corporation and Darfon America Corporation (“Darfon”) Limited Product Warranty is effective and applicable to all purchases of the Product Types stated below conducted after May 5, 2018 and supersedes all prior Darfon Limited Product Warranty rights.

This Limited Warranty is not a guarantee of durability and does not include device availability. It covers the below-listed products (“Product(s)”):

Hybrid Inverter models H5000, H5001, HB5, HB51, integrated system models H1xx and H2xx, battery enclosure models BC-xxx, monitoring hardware models DL-xxx, CB-xxx, CMBxx and CMBxx, and accessory kits (x maybe any number, character or space).

The Darfon Limited Warranty covers defects in workmanship and materials for a Product that (i) is in compliance with the installation instructions supplied with it; (ii) have been used and operated for its intended purpose in compliance with the Product’s manual supplied with the originally shipped system; and (iii) has not been moved from the original-installed end user location (“Limited Warranty”).

Corresponding applicable warranty period (“Warranty Period”) and geographical regions for the Products are set out as below:

- Hybrid Inverter models H5000, H5001, HB5, HB51: Five (5) years from the date of original purchase of the Product at point of sale to the original-installed end user location, for new Product(s) purchased and installed worldwide.
- Integrated System models H1xx and H2xx: Five (5) years (except for battery modules) from the date of original purchase of the Product at point of sale to the original-installed end user location, for new Product(s) purchased and installed worldwide.
- Battery Enclosure models BC-xxx: Five (5) years (except for battery modules) from the date of original purchase of the Product at point of sale to the original-installed end user location, for new Product(s) purchased and installed worldwide.
- Monitoring Hardware models DL-xxx, CB-xxx and CMBxxx: One (1) year from the date of original purchase of the Product at point of sale to the original-installed end user location, for new Product(s) purchased and installed worldwide.
- Accessory Kits (emergency shutdown kit, CT kit, filter kit, generator startup kit, AC contactor kit, and other kits deemed accessories): One (1) year from the date of original purchase of the Product at point of sale to the original-installed end user location, for new Product(s) purchased and installed worldwide.

During the Warranty Period, the Limited Warranty is transferable to a subsequent owner of the Product as long as the Product remains installed at the original-installed end user location.

To be eligible for this limited warranty, the purchaser must ensure the completion and submission of the warranty registration form within thirty (30) calendar days of installation. The information provided will only be used by Darfon for support and warranty purposes. For online registration link please go to the end of this document.

To be eligible for this limited warranty, you must consent to allow for the Product to connect to the internet for remote firmware upgrades and diagnostics. The Product requires internet connection for remote firmware upgrade and monitoring, which is essential to the continuation of warranty services. During remote upgrades, power may be interrupted temporarily. By installing the Product and connecting to the internet, you consent to allow Darfon to occasionally update the Product firmware and to run diagnostics.

Subject to Darfon’s inspection of the Product and finding that the defect is covered by the Limited Warranty, Darfon at its sole discretion will repair or replace the defective Product with the same or a comparable model free of charge. In repairing or replacing the defective Product, Darfon will use new and/or reconditioned parts. The repair or replacement of the Product or the supply of additional products does not constitute the beginning of a new warranty period, nor shall the original term of this limited warranty be extended. Any replaced products shall become the sole property of Darfon. This Limited Warranty covers the repair or replacement of the defective Product only, but does not cover costs related to the troubleshooting, uninstalling, or reinstalling the repaired/replaced Product. Under this Limited Warranty, Darfon will cover the cost of shipping the repaired/replaced Product from Darfon’s location, to a location recognized by Darfon and the purchaser or installer via non-expedited freight carrier selected by Darfon; however, it does not cover damages caused during the shipment of the Product and any such damage is the responsibility of the freight carrier.

This Limited Warranty does not cover damage or malfunctions due to:

1. Improper installation or operation, including usage under conditions for which the Product was not designed, usage under unsuitable environmental conditions, or usage not in accordance with its installation manual or applicable laws/regulations;
2. Installations, reinstallations, repairs and/or alterations performed by persons not authorized by Darfon;
3. Power surges, connection to incorrect voltages, or combination with incompatible components or accessories;
4. Misuse, abuse, negligence, fire, natural disasters, force majeure or other unforeseeable circumstances outside the range of influence of Darfon;
5. Normal wear and tear.

Furthermore, this Limited Warranty does not cover Product that:

1. Has its label/serial number removed or altered;
2. Has been installed on movable device or marine environment;
3. Has direct contact with corrosive agents, including but not limited to salt water, acid rain and biological infestations;
4. Has been uninstalled from the original-installed end user location and reinstalled elsewhere.

The items below are expressly not covered by this warranty:

1. All items not originally sold by Darfon including, but not limited to, installed cables, controllers, small internal (rechargeable) batteries, current transformers or transducers (CT), Voltage transformers or transducers (VT), and communications devices;
2. Consumables and parts of the Products which are subject to regular wear and tear, including, but not limited to, connectors, cables, wires, breakers, varistors, fans, surge arresters, string fuses, handles, filters, small internal (rechargeable) batteries, or overvoltage/overcurrent protection devices;
3. Cosmetic or finish defects which do not directly influence energy production, or degrade form, fit or function.

In the event the warranty service is required, the end user will need to contact the original installer for support. The installer will need to comply with Darfon's Return Merchandise Authorization policy and procedure on behalf of the end user. If the original installer cannot be contacted, the end user will need to contact Darfon for a referral to a local authorized installer. This Limited Warranty will be void if the Product is uninstalled and returned by an unauthorized installer.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY DARFON AND, WHERE PERMITTED BY LAW, IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE, QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION. IN NO EVENT WILL DARFON BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY.

To the extent any implied warranties are required under applicable law to apply to this Limited Warranty, such implied warranties shall be limited in duration to the Warranty Period, to the extent permitted by applicable law. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to the extent of any applicable law. This Limited Warranty gives the customer specific legal rights, and the customer may have other rights that may vary from state to state.

Online Warranty Registration

<http://www.darfonsolar.com/warrantyregistration>

Darfon Technical Support

Tel : +1 650 316 6300 (USA), +886 3 250 8800 (Asia)

Email: support@darfon.com

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Hours of Operation:

USA 9AM-6PM (PST), Monday- Friday

Asia 8AM-5PM (GMT+8), Monday-Friday

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