

# VaySunic New Energy Limited Warranty



This warranty is applicable to the microinverter, SCG, VSH supplied by VaySunic New Energy Technology Co., Ltd. ("VaySunic"). The VaySunic microinverter (VM series) which needs to be continuously connected to the internet via SCG (Solar Control Gateway) or the WiFi version (VM600~1000WE-P2), and with an original purchase date after Oct 1, 2023, is eligible for this VaySunic warranty. Please must comply with the requirements in this policy.

VaySunic may, at its discretion, reject the exchange of any product not returned as required in this policy.

This Limited Warranty applies in addition to statutory rights available to consumers under EU consumer laws,

If you are a consumer and your Covered Product is defective or does not conform with the contract of sale, you can choose to make a claim under EU consumer laws or under this Limited Warranty (whichever is applicable)

## 1. Registration

Subject to Section 3, this Limited Warranty is also conditioned on the Covered Owner registering the Covered Product within forty-five (45) days from the date of first installation (the "Registration") by either

- completing and returning the registration card (found at the end of this Limited Warranty) to the address set forth in this Section 2;
- registering on-line at [www.vaysunic.com/register-my-product](http://www.vaysunic.com/register-my-product); or
- registering through the VaySunic Installer Platform or the VaySunic application when a SCG product is purchased and installed as part of the PV solar system.

## 2. Warranty period

The standard warranty period for

Microinverters: 180 months;

SCG: 12 months (The product is shipped from VaySunic after 1st Jan 2023)

VIP: 120 months (The product is shipped from VaySunic after 1st Oct 2023)

The VaySunic Microinverter range is eligible for a warranty extension (for microinverter only) of 120 months (taking the maximum warranty period to 25 years from the point of commissioning). The warranty extension is available for purchase within 36 months from the commissioning date of the inverter. To request the warranty extension, please contact [service@vaysunic.com](mailto:service@vaysunic.com) for more details.

Please make sure that the maximum PV input power does not exceed 1.35 times of the microinverter rated power, otherwise the microinverter in the system will no longer be covered under extended warranty (only the standard warranty of 15 years will apply).

## Covered Product(s) and Limited Warranty Period(s)

Covered Product	Limited Warranty Period
VM Series Microinverters : VM600W-P2, VM700W-P2, VM800W-P2, VM900W-P2, VM1000W-P2, VM600WE-P2, VM700WE-P2, VM800WE-P2, VM900WE-P2, VM1000WE-P2; VM600B-P2, VM700B-P2, VM800B-P2, VM900B-P2, VM1000B-P2, VM600BE-P2, VM700BE-P2, VM800BE-P2, VM900BE-P2, VM1000BE-P2;	1 to 25 years from the Activation Date.....
Gateways: SCG-G1	
VIP Series: VIP 1000, VIP 2000,	

\*For purposes of this Limited Warranty, "Activation Date" means the earlier of (i) the date the Covered Product is registered with VaySunic, or (ii) the date the Covered Product is activated at the Original Location via the VaySunic's Installer Portal. A Covered Product is considered "activated" when the solar system has received "permission to operate" by authorities having jurisdiction.

\*Address: Güglingstraße 66, 73529 Schwäbisch Gmünd, Germany

## 3. Transference

The warranty applies to the original V product purchaser, and is transferable only if the product remains installed in the original location.

This warranty policy will apply only to inverters installed by a qualified professional. The warranty policy will be rendered invalid where inverters are sold secondhand through unlicensed sales channels. To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to [service@vaysunic.com](mailto:service@vaysunic.com).

This Limited Warranty is given only to the end user who acquired and put the Covered Product into use for the first time (the "End User") or to a subsequent end user (the "Transferee") (each of the End User or Transferee being a "Covered Owner") as long as (i) the Covered Product remains at the Original Location, and (ii) the Transferee submits to VaySunic a "Change of Ownership Form" and pays the applicable fee (the "Transfer Fee") within 30 days from the date of transfer to the Transferee. This submission is a requirement for continued coverage under this Limited Warranty. The Transfer Fee is set out in the Change of Ownership Form and is subject to reasonable adjustment from time to time (as determined at VaySunic's discretion). The Change of Ownership Form and payment instructions are available at <http://www.vaysunic.com/warranty>.

## 4. Warranty Range

**This Limited Warranty will not apply in the following circumstances:**

- if the Covered Product is not installed, operated, handled, or used in accordance with the Quick Install Guide (provided with the Covered Product) or Installation and Operation Manual or under conditions for which the Covered Product was not designed;
- if the defect arises after the expiration of the Warranty Period;
- if the Covered Product has been altered, modified, or repaired (unless such alteration, modification or repair is made by VaySunic or a third party acting on its behalf);
- if the Covered Product has been misused, neglected, tampered with or otherwise damaged;
- if the Covered Product has been used otherwise than in accordance with applicable laws;
- if the Covered Product has been subjected to fire, water, generalized corrosion, biological infestations, acts of nature, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Covered Product specifications set out in the Installation and Operation Manual, including high input voltage from generators or lightning strikes;
- if the defect has been caused by another component of the attached solar system not manufactured by Vaysunic;
- if the original identification markings (including trademark or serial number) of the Covered Product have been defaced, altered, or removed;
- if the Grid Profile (utility approved operating parameters) of a Microinverter has been altered, and such alteration causes the product to malfunction, fail, or fail to perform; and/or
- if the defect occurs during shipping or transportation after the Covered Product is sold by Vaysunic to an authorised Reseller.

## In addition, this Limited Warranty does not cover:

- a. the cost of labour for removal or installation of a Covered Product;
- b. normal wear and tear or deterioration, or cosmetic, technical or design defects of a Covered Product which do not materially affect energy production or degrade form, fit, or function of the Covered Product, defects that have no impact on the power generation after two years from the effective warranty date, including LED indicator failure;
- c. theft or vandalism of the Covered Product;
- d. the removal, installation or troubleshooting of the End User's or the Transferee's electrical systems;
- e. software programs installed in the Covered Product and/or the recovery and reinstallation of such software programs and data.

Claims by buyer that go beyond the warranty terms set out herein are not covered by the warranty, insofar as Vaysunic is not subject to statutory liability. In such cases, please contact the company that sold the product. Final claims in accordance with the law regarding product liability remain unaffected. Vaysunic shall hold no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire batch of products are replaced under warranty, and the remainder of the warranty period is more than 60 days (starting from the date that VaySunic received the complaint), the remainder of the warranty period will be transferred to the replacement product.

If the remainder of the warranty period is less than 60 days, the replacement product will be covered by a 60-day warranty counting from the date that Vaysunic dispatches the replacement/repared inverter. If the product components are replaced or repaired under this warranty, the components used will be covered by the remainder of the warranty period of the repaired product.

## 5. Maintenance Costs

- a. If VaySunic decides to repair the defective device on site (done by VaySunic or a technical engineer authorized by VaySunic), then VaySunic will bear the material and labor costs incurred during the repair as well as the costs for removal and replacement of the part or replacement device. Costs that VaySunic will not bear include but not limited to transportation, inspections, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, and the costs of any third party that has not been authorized by VaySunic.
- b. If an allegedly faulty inverter is returned to VaySunic pursuant to this Policy, and is found by VaySunic to be free of defects that would qualify it for replacement under this policy, or if the limitation of liability is applicable as stated in Section 4, VaySunic reserves the right to apply a flat-rate inspection charge of EUR100 (Europe) or USD100 (outside of Europe) per unit, plus shipping and packaging costs.
- c. For a faulty inverter that is required to be returned by VaySunic, VaySunic will cover the costs of collection and shipment as detailed in Section 5, and the buyer shall bear any applicable value added tax. The customer or installer must assist with the shipping process. If the required faulty inverter is not returned within 10 working days from receiving the replacement inverter, VaySunic reserves the right to invoice the relevant installer/distributor for the cost of the inverter.
- d. With regard to a missing or defective inverter that is required to be returned by VaySunic, VaySunic reserves the right to invoice the relevant installer/distributor for the value of 80% of the FOB price.

## 6. Exchange Service

To request the replacement of an inverter, This procedure must be followed by a warranty claim to be applicable under this Exchange Program.

- a) The installer must contact the VaySunic Technical Service Center and submit the required information as shown below. As outlined in Section 7, the installer will contact the Vaysunic Technical Service Center to see if there is a solution other than replacement.
- b) If the inverter is deemed faulty and is eligible for the Exchange Program, Vaysunic will create a case number for the inverter and inform the installer.
- c) Vaysunic will dispatch a replacement inverter within 5 working days upon the creation of the case number. The inverter will be shipped to the specified customer or installer location at Vaysunic cost.
- d) The installer will install the replacement inverter and use the packaging to repack the faulty inverter.  
Any inverter qualified for exchange within the warranty period will be replaced with a new or refurbished one, which is subject to the terms and conditions detailed in this document. Inverter data include:

- a. Product model
- b. Product serial number
- c. Failure code
- d. Failure comment

### Documentations include:

- a. Copy of original purchase invoice
  - b. Detailed information about the entire system (e.g. system schematic)
  - c. Documentation of previous claims/exchanges (if applicable)
- VaySunic reserves the right to refuse exchange requests when adequate information is not provided.  
Contact the VaySunic Technical Service Center. E-mail: [service@vaysunic.com](mailto:service@vaysunic.com)

## 7. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the VaySunic Technical Service Center in order to avoid the return of non-faulty equipment. The VaySunic Technical Service Center will work with the installer to address the fault or fault message through telephone support or with direct PC links.

Note: To qualify for a further replacement unit, the installer must first contact the VaySunic Technical Service Center and fulfill the installer's responsibilities under Section 6 of this document. During inspection by VaySunic, if the allegedly faulty inverter is found to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the inverter, a correctly issued receipt, and a valid case number for the inverter (as provided by the VaySunic Technical Service Center). In all instances, the installer must send the required items to a VaySunic local warehouse or the warehouse of a local distributor.

## 8. Contact

Address: Güglingstraße 66, 73529 Schwäbisch Gmünd, Germany  
Email: [info@vaysunic.com](mailto:info@vaysunic.com) / [service@vaysunic.com](mailto:service@vaysunic.com)  
Website: [www.vaysunic.com](http://www.vaysunic.com)