

AUXSOL Factory Inverter Warranty (Vietnam)

1. Limited Warranty Terms & Conditions

1.1 Warranty Products: Grid-connected inverter, Hybrid inverter, Accessories (Datalogger, meters, CT). ODM products are not covered under these warranty terms and conditions. Warranty for ODM product should comply with the contract.

1.2 The warranty terms and conditions apply only to equipment originally purchased from AUXSOL and its dealers, sold and installed at the destination specified in the purchase invoice, which contains the equipment's serial number. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from AUXSOL prior to the installation, except where separate warranty terms have been agreed in writing between AUXSOL and the Buyer.

1.3 All external and ancillary parts and units (e.g. Monitoring/Comm devices, batteries, hardware/software controllers etc.) installed with inverters by third parties are excluded from the warranty.

1.4 AUXSOL will provide detailed operation and maintenance manuals for each equipment supplied.

1.5 Customers must properly keep purchase invoices as a guaranteed basis for maintenance.

1.6 Warranty Period

Product	Category	Warranty Period
PV on-grid inverter	ASN-5/6SL-PLUS, ASN-10SL, ASN-10/30/50/75TL-G2, ASN-20/25/40/99/110TL, ASN-99/110TL-PLUS	10 years
Hybrid inverter	ASG-15/20TL-ZH	10 years
	ASG-6/8/10SL-ZL, ASG-10/12/15TL-ZL, ASG-6/8/10SL-ZL-G2, ASG-30/50TL-ZH	5 years
The period of accessories	Datalogger/Meter/CT/ABI	2 years

Note: If paired with AUXSOL batteries, connected to the AUXSOL Cloud, and normal system operation data is successfully uploaded to the AUXSOL server, the inverter warranty will be freely upgraded to 10 years standard warranty.

The warranty will be triggered on the earlier of the following two circumstances:

- Date of first installation of the product.
- 6 months from the date of production.

2. Limited Warranty Claims Procedure

2.1 If the equipment is damaged or malfunctions, please contact the local dealer/installer within 30 days, the following information and documents need to be provided:

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- Information about all defective products, including product model number, serial number, installation date, and failure date. All applications should be made within one month from the date of failure.
- Copy of inverter invoice, installation report, etc.
- Installation information, including PV panel brand and model; if the defective product is an energy storage system, the battery brand and model must also be provided.
- Fault name, code and related on-site information.
- The inverter's historical error information.
- A description of the actions taken before and after the failure, together with the corresponding results and details of previous applications (if applicable)

2.2 No claims for lost revenue or energy yield shall be accepted, (e.g. energy that has not been fed into the grid or energy that has not been used for self-consumption, etc.) In any case, whether in contract, tort or otherwise, the maximum compensation for Customer losses caused by its fault shall not exceed the amount paid by the Customer for the purchase of the equipment.

3. Warranty Action

3.1 If a claim is received AUXSOL will take any of the following actions:

- Fix the problem by changing parameter configuration or updating software.
- Repair by replacing spare parts.
- Provide replacement products; functionally equivalent to the user's defective equipment (AUXSOL reserves the right to decide to replace it with a new machine or a repaired machine).
- Return the device to AUXSOL or an authorized repair facility for repair.
- Engineers that have been trained by AUXSOL to perform an assembly replacement.

3.2 If the device is replaced during the warranty period, the remaining period will automatically transfer to the replacement device. If less than one year of warranty remains after replacement, the warranty will be extended to a full one year. If the device or its parts are to be sent back, they must be in their original form or packaged in the same way.

3.3 RMA ("Return Merchandise Authorization") decisions can only be made by AUXSOL or its authorized partners. When AUXSOL calls the RMA procedure, AUXSOL or its authorized partners will instruct the buyer on how to pack and ship the product or parts to the designated location. AUXSOL or its authorized partners will deliver the repaired or replaced products or parts to the buyer at the buyer's designated location. AUXSOL only bears the cost of replacement of the device, and other costs incurred will not be borne by AUXSOL.

3.4 If it turns out that the problem was caused by a faulty installation, AUXSOL reserves the right to contact the original installer and ask them to provide a solution to resolve the problem before AUXSOL intervenes, and if the original installer fails to provide an appropriate solution to resolve the issue, the original installer may be charged follow-up fees.

3.5 AUXSOL can arrange an on-site inspection to identify the root cause of the failure. The applicant is responsible for granting access, scheduling, and ensuring the safety of the inspection.

3.6 If the products or any part thereof is replaced by AUXSOL under this Limited Warranty, all of the rights, title and interests in the replaced Products or parts, shall vest in AUXSOL upon it being replaced.

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3.7 If defective products fail to be received within 30 days, the customer shall be charged at the price of brand-new equipment.

3.8 If returned products are tested and confirmed fault-free, the customer shall bear all relevant labor costs, travel expenses, and round-trip shipping fees.

4. Warranty Limitations

The limited warranty is not covered in the following cases:

- Buyer breaches the General Terms and Conditions of Sale or any other agreement governing the purchase of the Product.
- Products without serial numbers.
- Products with missing or damaged seals.
- Access, manpower, transportation costs (failures not caused by the inverter itself).
- Claims by third parties other than the owner.
- Failure caused by using installation accessories not provided by AUXSOL.
- Customs duties, import and export fees or costs, and other related administrative expenses.
- Damage caused by misuse, abuse, accident, neglect or failure to maintain the product.
- Damage caused by modifications, changes or attachments without AUXSOL's prior written authorization.
- Damage caused by failure to comply with applicable safety regulations governing the correct use of the product.
- Failure to install or operate in strict accordance with the documentation, including but not limited to failure to ensure adequate ventilation for the product described in the AUXSOL documentation.
- Open, modify or disassemble the machine in any way without AUXSOL's prior written consent.
- Use in conjunction with equipment, items or materials not permitted by contrary to local codes and standards.
- Damage caused by software, interfaces, parts, consumables or other products not provided by AUXSOL.
- Damage caused by improper site preparation or maintenance or improper installation.
- Damage or inability to use due to power surges, lightning, fire, flood, pests, accidents, acts of third parties, direct exposure to seawater or other events beyond AUXSOL's reasonable control or abnormal operating conditions.
- Damage caused during or in connection with Buyer's arrangements for shipment or transportation to or from Buyer.
- Damage caused by other system components.
- The product is out of warranty (excluding additional extended warranty contracts).
- If the product was not originally purchased from AUXSOL or an authorized AUXSOL dealer.
- Any product described as "un-displayed" or "reconditioned" on the quotation or delivery note.
- For any other malfunction that does not affect the essential performance of the product, notwithstanding the presence of any external scratches or stains, or natural mechanical wear and tear that does not represent a defect or normal wear and tear.



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- During the warranty period, the product fails due to changes in local certification requirements.
- The customer fails to pay the amount due or returns the defective product (if the customer fails to pay the amount due in full as required by AUXSOL or fails to return the defective product as required by AUXSOL, AUXSOL has the right to reject the customer's quality assurance request to the extent permitted by applicable law).
- Improper handling, transportation, storage, or repacking by anyone other than AUXSOL.
- Failure to return the replaced Products to AUXSOL or the authorized reseller in time.
- Failure to meet system requirements, including but not limited to ambient environment or external electricity parameter settings, as stated in any applicable written documents.
- Improper system design, including insufficient protection from lightning or other environmental conditions.
- Failure to have the Products installed correctly by a local grid company qualified installer and as per the installation instructions supplied with the Products or installed by AUXSOL or the authorized reseller.
- Movement of the Products for any reason after they have been installed (regardless of whether the Products are subsequently reinstalled or moved back to the same location) unless the Products are reinstalled at the same location by a qualified installer and they are stored during any interim period in accordance with the Product manual.
- For the products equipped with the SPD module, when the lightning is beyond the SPD's protection range, it won't be able to protect the inverter and the AUXSOL's factory warranty does NOT cover the inverter or accessory damage caused by such lightning.
- The Limited Warranty does not apply to ancillary components (i.e. cables, breakers, fuses, wires and connectors).
- Faults or damage caused by other factors not related to product quality issues.
- Any rust that appears on the device's enclosure caused by harsh environmental conditions.
- Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without AUXSOL's written confirmation/approval prior to the installation.
- Accidents and external influences.
- Product failure is not reported to AUXSOL within one month of appearance.
- Please kindly notice that if any AUXSOL products are used for the purpose of an anti-feedback solution, the manual of the anti-feedback products must be read in advance to ensure the operating principle of anti-feedback has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of AUXSOL anti-feedback products. Any photovoltaic plants in which AUXSOL products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, AUXSOL should not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of AUXSOL products. If the photovoltaic plants have reported the use of AUXSOL products, the liability of AUXSOL shall not exceed the total amount of the Purchase Order of the relevant products.
- The damage or defect is caused by embedded or external software or hardware (e.g. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from AUXSOL.
- The substitute inverter or accessory with technical improvement may not be entirely

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compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

5. Application for extended warranty

It is suggested to apply for a Warranty extension (10 years/15 years/20 years) within 12 months of installation by providing the relevant inverter serial number along with proof of purchase, the extended warranty period can be queried on AUXSOL Cloud.

6. Data Protection

6.1 If the Customers accept the Limited Warranty service provided by AUXSOL, the Customers allow the manufacturer to access and collect relevant information for fault detection and commissioning purposes, and such information shall only be used for warranty services.

6.2 Customers shall independently ensure that the use of information and privacy complies with applicable laws and regulations.

6.3 Prior to product return for repair, customers shall independently back up and erase all confidential and personal data in the equipment. The customer is solely responsible for data backup, and the manufacturer assumes no liability arising from data loss or information disclosure.

