

## Warranty

### 1. Service terms & conditions

(1) Product coverage: Estar HERF series Microinverter, ALL-IN-ONE Energy Storage System, Hybrid Inverter, Storage Battery, Rapid Shutdown, Balcony Solar System.

(2) Country and Region coverage: all country and regions, including China Hong Kong special administration region, Macao special administration region, Taiwan, excluding mainland China ONLY.

(3) Warranty claim: in general, serial number(S/N) must be provided in order to claim warranty. The warranty period is calculated from the date of installation, and should not be more than 5 years and 6 months from the date of delivery from Estar factory.

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

(5) Warranty commitment validity: strictly according to the formal sales contract signed with Estar.

## 2. Estar service commitment

(1) The service hotline is +86 592 566 5969, offering general inquiry, technical support, etc.

(2) Service email address: [service@estarenergy.com](mailto:service@estarenergy.com).

Customers can contact Estar service representative directly as well.

(3) Warranty period and service mode. We offer different service solutions for different products, see details on below table.

Category	Warranty period	Service Mode
Microinverter	12 years	Customer replace, faulty units return to Estar ; Or onsite service, Estar arranges spare parts replacement.
ALL-IN-ONE Energy Storage System	5 years on hybrid inverter; 10 years on battery	
Hybrid Inverter	5 years	
Storage Battery	10 years	
Rapid Shutdown	12 years	
Balcony Solar System	12 years	
DCU	2 years	

Note: If warranty period was specified on sales order, then warranty period would obey to sales order.

(4) Installation and commissioning: Estar doesn' t offer installation service or onsite debugging service for monitoring device.

### **3. Response time commitment**

#### **3.1 Remote technical support service**

- (1) Offer remote technical support service.
- (2) Response in an hour once receiving telephone inquiry from customer. Response in 12 hours once received inquiry via email from customer.

#### **3.2 Field service response**

If there is field service obligation in contract, Estar will respond according to the contract.

#### **3.3 Spare parts supplement scheme**

- (1) In accordance with the sales record, Estar ensures a safe quantity of spare parts in each spare parts center. This helps us build a fast response of replacement requirement.
- (2) Once the agreed warranty period (5 years standard factory warranty, or extension warranty) expired, Estar can still offer spare parts to customer, with a price not exceeding the previous order price on the contract. Customers are eligible to order any product spare part from Estar. We would offer spare part in a reasonable price to ensure a stable performance of Estar products.
- (3) If Estar is going to cease production of a product, or accessory, Estar would inform the direct purchaser formally with at least 6 months leading time.

### **4. Freight cost**

- (1) Estar takes on the freight cost for products under warranty.
- (2) Customer take on the freight cost and other sort of related cost for warranty expired or voided products.

### **5. Other important notice**

(1) Customers can contact Estar via phone, fax, and email. Customers need to provide the following information for warranty claims:

- 1) Product Model, Serial Number.

2) System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating).

3) Fault description (Error message or error code on LCD display. Pictures, or other fault information)

Note: Estar reserves the right to reject the warranty claims without the necessary information. In this case, it's the customer to be responsible for the loss or any other consequences.

(2) Free warranty service is provided for products with a valid warranty. It's excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Estar
- 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 inverter.
- 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, overvoltage, storm, fire)

For warranty invalid products, Estar 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.

(3) The above terms & conditions (together with the warranty card in product packing, and the affixed warranty documents) had described all responsibilities for products Estar sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Estar would not be responsible for any responsibilities beyond this warranty term. When product is in use under warranty, Estar'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, Estar would perform in accordance with the law.

**Please note: Estar reserves the ultimate explanation right on this service commitment.**