



Official Website

# hinen

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## WARRANTY

This warranty with relevant terms solely covers products as listed below:

Name: 3-6K HYBRID INVERTER

Brand: Hinen

Models:H3000-EU、H3600-EU、H4000-EU、H4600-EU、H5000-EU、H6000-EU

### **Warranty Condition:**

Hinen provides the products mentioned above with 5-year warranty period, which dated from the exact EX-factory date of products.

Besides, Hinen is not responsible for the local legal guaranty obligation, which is meanwhile not affected by and remains fully valid separately from this warranty, so are the other guaranty terms promised by the local seller or distributor. If the end user or buyer comes across such matters, please contact the local seller or distributor.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty includes all defects of design, components and manufacturing. Within the warranty period, if a device becomes defective, and provided that it will not be impossible or unreasonable, the device will be, as selected by Hinen :

- repaired by Hinen
- repaired on-site
- repaired by user or related distributors on-site and Hinen offers components or spare parts or Guide needed
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you will not receive a new certificate since your entitlement is documented at Hinen .

### **Warranty Claim Procedures:**

Once you found that the device could be defective, please report it with:

- Detailed error description, including occurred time,phenomenon
- Your solar panels specification and configuration
- All photos of all pages of LCDS display(if the inverter display is still on)
- S/N No. or label photo of the inverter
- Any setting changes if any

(above points are necessary for Warranty)

to our service hotline or by fax/email/Skype/WhatsApp/WeChat, in which attached with hard copy of your warranty card, to process the warranty claim. Alternatively, you can contact the local seller or distributor instead.

You will also need to supply us with the following information and documents regarding to the defective inverter as follows:

- Warranty Card with detailed information filled up.

- Copy of the invoice and EX-factory certificate for the inverter.
- Copy of the installation report (or acceptance check document) with installation date.
- Document of previous claim if applicable.

### **Quality Assurance:**

#### **Hinen standard warranty document**

The standard warranty period of Hinen's inverter is 60 months (5years). There are two calculation methods for the warranty period:

- Purchase invoice provided by the customer: Hinen provides a standard warranty period of 60 months (5 years) from the invoice date;
- The customer fails to provide the invoice: from the production date (according to the SN number of the machine).Hinen provides a warranty period of 63 months(5.25 years).
- Special warranty agreement shall be subject to purchase agreement.

#### **Extended warranty period**

Within 12 months of the purchase of the inverter (based on the purchase invoice) or within 24 months of the production of the inverter(SN number of machine, based on the first date of arrival).Customers can apply to buy extended warranty products from the Hinen's sales team by providing the product serial number. Hinen has the right to reject the purchase application of the extended warranty period that does not meet the requirements.Customers can buy an extended warranty of 5, 10, 15 years.

If the customer wants to apply for the extended warranty service, please contact the sales team of Hinen to purchase the products that are beyond the purchase period of extended warranty, but have not yet passed the standard quality warranty period. Customers shall bear different extended premium.

During the extended warranty period, PV components USB stick logger and lightning protection devices are not included in the extended warranty period. If they fail during the extended warranty period, customers need to purchase and replace them from Hinen.

### **Invalid warranty clause**

Equipment failure caused by the following reasons is not covered by the warranty:

- The "warranty card" has not been sent to the distributor or our company;
- Without the consent of our company to change equipment or replace parts;
- Use unqualified materials to support our company 's products, resulting in product failure;
- Technicians of non-company modify or attempt to repair and erase the product serial number or silk screen;
- Incorrect installation, debugging and use methods;
- Failure to comply with safety regulations (certification standards, etc.);
- Damage caused by improper storage by dealers or end users;
- Transportation damage (including scratches caused by internal packaging during transportation).Please claim directly from the transportation company or insurance company as soon as possible and obtain damage identification such as container/package unloading;
- Failure to follow the product user manual, installation manual and maintenance guidelines;
- Improper use or misuse of the device;
- Poor ventilation of the device;
- The product maintenance process does not follow relevant standards;
- Failure or damage caused by natural disasters or other force (such as earthquake, lightning strike, fire, etc.)

Please fill the required information in and send to Hinen to apply for the Warranty.

#### **End User Information**

Name/Company name:	
Detailed address:	
Phone number:	
Email address:	
System location:	

#### **Product Information**

Inverter Model:	
Serial No (S/N):	
Invoice number:	
Purchase date:	
Dealer:	
Commissioning data:	

#### **Australian Authorized Importer:**

Company name: HINEN AUSTRALIA PTY LTD  
 Contact Person: Steve  
 Address: Level 5, Tenancy 3, 107 Mount Street, North Sydney.  
 Phone: +61 478175078  
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