



SAJ Warranty Policy

1. Standard Warranty Period

Guangzhou Sanjing Electric, Co., Ltd (“SAJ”) grants a standard warranty period of 120 months (10 years) for the R5 series, starting from the date of installation. If no installation date be provided, the warranty will be 126 months (10.5 years), starting from the date of manufacturing date.

2. Extension of Warranty

The customer can extend the warranty to 15 years, 20 years or 25 years within 18 months from the installation date or 24 months from the manufacturing date. The application will be rejected if application date is out of 18 months from installation date or 24 months from manufacturing date. The customer will receive the new extension certificate from SAJ by mail once the new warranty extension goes into effect. For more details please refer to the Warranty Extension Form.

3. Warranty Conditions

If your inverter gets fault and requires troubleshooting, please contact your distributor or dealer directly. Alternatively, feedback briefly to SAJ service hotline for logging and send your warranty card to our service department by fax/email to process the warranty claim.

During the Warranty Period, SAJ covers all costs for replacing any product or parts of the product proved to be defective in design or manufacture. To claim the warranty under the warranty policy of SAJ, you need to supply us with the following information and documentation regarding the faulty inverter:

1. Product Model No.(e.g. R5-4K-T2) and serial number (e.g.R5T2043G1815E00001).
2. Copy of the invoice and warranty certificate of the inverter.
3. Copy of the installation report and installation date.
4. Error message on eSolar Portal (if available) or any information which would be helpful to determine the defect.
5. Detailed information about the entire system (battery, circuits, etc.).

4. After receiving above information, SAJ will decide how to proceed the service

- Repaired by SAJ factory, or SAJ authorized service center overhaul.
- Repaired on-site by SAJ Service Center.
- Offer a replacement device of equivalent value according to model.

In the case of an exchange, the remaining portion of the original warranty period will be transferred to the replacement device. You will not receive a new certificate, as your entitlement is documented at SAJ.

If the inverter needs to be replaced following assessment, SAJ will send a replacement unit immediately. The defective inverter should be sent back to the closest SAJ Service Center by packing in its original package if possible.



5. Service after Warranty Expiration

If the inverters for maintenance are out of warranty, SAJ charges an on-site service fee, parts, labor cost and logistic fee to end-user. Detailed standard refers to the listed table.

Item	Return Factory Maintenance	On-site Maintenance
Without parts replacement	Labor + Logistic fee (to & from SAJ)	Labor + On-site attendance fee
With parts replacement	Labor + Parts + logistic fee (to & from SAJ)	Labor + On-site attendance fee + Parts

- On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery, tariff and other derived expense when defective products are sent from user to SAJ or/and repaired products are sent from SAJ to user.

6. Exclusion of Liability

Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SAJ for the following investigation):

- "Warranty Card" not being sent back to Distributor/Dealer or SAJ;
- Product modified, parts replaced or attempt to maintain;
- Changes, or attempted repairs and erasing of series number or seals by non SAJ technician;
- Incorrect installation or commissioning;
- Failure to comply with the safety regulations (VDE standards, etc.);
- The inverter has been improperly stored and damaged while being stored by the Dealer or the end user;
- Transport damage (including scratch caused by movement inside packaging during shipping). A Claim should be made directly to shipping company/insurance Company as soon as the container/packaging is unloaded and such damage is identified;
- Failure to follow any / all of the user manual, the installation guide and the maintenance regulations;
- Improper use or misuse of the inverter;
- Insufficient ventilation of the inverter;
- Influence of foreign objects and force majeure (lightning, grid overvoltage, severe weather, fire, etc.)