

GivEnergy AC Coupled Energy Factory Warranty

Applies solely to Giv AC-3.0

For the above mentioned products, you receive a GivEnergy factory warranty, valid for 5 years from the date of commissioning. The GivEnergy factory warranty covers the repair/replacement of inverter or replacement parts during the agreed period, beginning at the date of commission of the inverter and monitoring device, subject to the conditions listed below. This is not associated with a durability warranty.

You have the option of purchasing an extension of the Givenergy factory warranty within the first this year of the 10 year term.

Warranty Conditions

If an inverter becomes defective during the agreed GivEnergy factory warranty period and provided that it will not be impossible or unreasonable, the inverter will be, as selected by Givenergy

Repaired by GivEnergy, or

Repaired by an authorised by Givenergy

Repaired on-site by Givenergy or

Exchanged for a replacement inverter of equivalent value according to model and age, which will be evaluated by Givenergy

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement inverter and your entitlement will be documented at GivEnergy.

Excessiveness in the meaning above exists in particular if the cost of the measures for GivEnergy would be unreasonable .

In view of the value that the inverter would have without the defect, Taking into account the level of the defect, and

After consideration of alternative workaround possibilities that would not cause an inconvenience and that GivEnergy customers could revert to.

The factory warranty includes the costs of parts for the restoration of faulty equipment for on-site repair work by GivEnergy personnel. The factory warranty also includes a replacement inverter if the restoration of faulty equipment is unsuccessful.

All other costs, particularly call out costs and shipping costs are not included in the factory warranty.

GivEnergy will charge a standard call out fee for all works within and all works outside the scope of this warranty.

To determine the warranty entitlement, please register using our online monitoring portal ensuring that all system and customer details are given and correct.

The type plate on the inverter must be completely legible. Otherwise, GivEnergy is entitled to refuse to provide warranty services.

Please report defective inverters with a brief error description to our Givenergy office where a fault report form will be completed.

If we agree to a replacement, we generally send an approved engineer, within 7 working days from the date reported, howere this may deviate dependant on location.

Warranty Transferability

The warranty is transferable to subsequent owners by providing proof of ownership and on the condition the product remains at the original installation location. Subsequent owners (for the purpose of this warranty) also require agreement to GivEnergy's terms and conditions regarding the portal software. Transferring the warranty also requires the new owner to ensure that the product has continued access to constant internet connectivity, as per the original sales terms and conditions. Should the product be moved to a different location, and providing it was installed by an Approved Installer for GivEnergy within 1 year of its original install date, the warranty can be transferred. Should this fall out of this scope, the warranty will be void.

Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to the following reasons. Investigation into all warranty claims will be charged if malicious intent is visible or suspected.

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (BS-EN standards, etc.)
- Force majeure (e.g., lightning, Grid Infrequencies, overvoltage, storm, Fire)
- Breaking of the tamper proof seal
- Water Damage due to misuse, incorrect installation or commissioning.

Neither does it cover cosmetic defects which do not Influence the energy production.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of spare parts not covered by the factory warranty, insofar GivEnergy is not subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected. All claims arising from or in connection with this warranty are subject to China law. China is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

Conditions for Payments

All payments to GivEnergy for call out costs and shipping costs are to be made upon completion of all works carried out.

Payment can be made by BAC'S, Card Payment.

Service Line

If you have an issue, please contact our registered GivEnergy technical department, who will be glad to provide you with technical support and assistance. We require the following information:-

Inverter Model and Serial No.
Battery Model and serial No.
Wi-Fi/3G Dongle Serial No.
Name, Address and contact details of the customer

Contact lists on our monitoring portal: www.givenergy.cloud
Service Hotline: +44 01377 252874
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