

Warranty

ALL EPEVER products, including solar charge controllers (VS-AU series, LS-LPLI series, Tracer-LPLI series, XTRA-N series and Tracer-AN series), inverter (IPower series) and inverter charger (UPower Hi series) come with a warranty for a period of 2 years

EPEVER products are supported by a worldwide sales and distribution network.

- **Claim procedure:**

Before requesting warranty service, check the Operation Manual to be certain that there is a problem with the controller and inverter. Contact our local distributor in Vietnam (Powertech Trading and Technology Co., Ltd.) to request and RMA (Return Merchandise Authorization) while providing proof of date and place of purchase, as well as model number, serial number, detailed explanation for the failure, the module type and size, type of batteries and system loads. To obtain rapid service under this warranty, the returned products must include this information which is critical to a rapid disposition of your warranty claim.

- **This warranty does not apply under the following conditions:**

1. Damage by accident, negligence, abuse or improper use.
2. PV or load current exceeding the ratings of product.
3. Unauthorized product modification or attempted repair
4. Damaged occurring during shipment.
5. Damage results from acts of nature such as lightning, weather extremes
6. Irreclaimable mechanical damage.

For and on behalf of
HUIZHOU EPEVER TECHNOLOGY CO., LTD.
Samuel Sun
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Authorised Signature(s)

Date: 3rd March 2021

HUIZHOU EPEVER TECHNOLOGY CO., LTD

