



Warranty

This Warranty Statement specifies warranty policy and procedure of all solar string inverters and Hybrid inverters produced by MOSO Electric including the following: SF1600TL, SF2200TL, SF3000TL, SF3600TL, SF4200TL, SF4600TL, SF5000TL, ST5000TL, ST6000TL, ST7000TL, ST8000TL, ST10000TL, ST12000TL, ST17000TL, ST5000TL, ST20000TL, ST25000TL, ST30000TL, SO2048, SO3048, SH2048, SH3048, SH5048

Guarantee Terms

During the guarantee period of goods, which is announced in each contract, all the above mentioned model can enjoy the following warranty terms free.

1. Free software upgrading, necessary upgrading program will be delivered through internet or other ways for our clients to proceed.
2. Defective product or any defect caused by MOSO software update, will be, as selected by MOSO:
 - 1) Replaced with an exchangeable component or part, or exchange units provided by MOSO
 - 2) Repaired by factory in China
 - 3) On-site repaired

The Remaining Warranty will be automatically transferred to the exchange unit without document re-subscription.

Exclusion Clause

Defective cases caused by the following will not be covered under this warranty:

1. Open metal casing or break sealing.
2. Damage of Transportation, long-time or poor-environment storage
3. Failure to follow installation manual or wrong installation
4. Unauthorized repairs or modification
5. Bad Environment that exceeds regulated product and manual instruction
6. Failure to comply with local applicable safety regulations
7. Force majeure

After Warranty Period, cost of product repair, software upgrade and the resultant transportation and accommodation have to be charged.

1. If after warranty, component parts inside product was proved by MOSO factory or authorized institution that have unusual shorter life, it will be replaced or maintained by MOSO free.
2. Extension of warranty is available during warranty period with discount or after warranty period with standard cost.
- 3.

Installation and Training

1. On-site installing and debugging.
MOSO Engineer, if needed, will install and debug equipments on site with EPC, a report will be cosigned by both sides.
2. Pilot Run
After debug, a two-week test run will be proceeded. Client is asked to inform MOSO Technical Support if any problem, MOSO Technical support engineer in responsibility will submit Failure Report and Solution ASAP.
3. Final Inspection
Sign on Project Accepting Report after final inspection going well.
4. On-site training
On-site training is available if necessary to ensure correct use and maintenance of relative equipments.

Warranty Procedure

1. Fill in warranty claim form
2. Submit the warranty claim form and related sales contract to our service department or sales person, or call us if urgent.

Service Centre

Tel. : 86-755-23705126

Fax: 86-755-23357395



Warranty Claim Form

Claim Date:

Warranty Claimer Information	
Name of contact	
Company name	
Company Addr.& Post Code	
Phone Number	
Email	
System location	
Product Information	
Inverter model	
Serial No.	
Related Invoice No.	
Installation Date	

MOSO Electric Co. Ltd keeps all the rights of explanation of the above clauses.