



SAPPHIRESOLAR

Power Yourself

**Warranty Terms and
Warranty Card for
GEM Series Hybrid Inverter**

Warranty Conditions

- Warranty Period:** 5-year standard warranty period.
- Warranty Time Start:** From the date of system commissioning.
- Warranty Evidence:** The date of commissioning, product(s) serial number(s), and product(s) model number(s), and a completed warranty card.
- Scope:** Any damages occurring within the WARRANTY PERIOD will be evaluated by Sapphire Solar Partners and qualified Sapphire Solar employees, who will define the scope and responsibility taking into account.
- NOTE: Only Sapphire Solar Gem Series Batteries are compatible and supported under the warranty with the Sapphire Solar Gem Series Hybrid Inverter.**

Terms of the Product Warranty

This warranty is provided in an effort to improve service and peace-of-mind to end users of Sapphire Solar string-inverter. All Sapphire Solar Partners are required to complete a Sapphire Solar Warranty Card in the event of a claim, at which point Sapphire Solar will either (a) replace or repair any products or parts of the product during the Warranty Period or (b) the original cost of the Sapphire Solar Gem Series Hybrid Inverter, proven defective in design or manufacturing, will be refunded. Sapphire Solar will not be obligated to fulfill on a warranty claim, if all or any of the following is true:

- 1) "Warranty Card" is not returned to the Sapphire Solar Partner;
- 2) Product is modified, the design is changed or parts are replaced by an unauthorized party not pre-approved by Sapphire Solar to specifically do so;
- 3) Modifications, changes, or attempted repairs are made or serial numbers/seals/certification marks are erased by an unauthorized technician not pre-approved by Sapphire Solar to specifically do so;
- 4) Incorrect installation or commissioning;
- 5) Failure to observe the applicable safety regulations (VDE standards, etc.);
- 6) The Product has been improperly stored or was damaged while in possession of the Sapphire Solar Partner or end user;
- 7) A claim to cover transportation damage or scratches caused by shipping company must be filed with insurance company when containers are unload and enough evidence is gathered to support the claim;
- 8) Failure to observe and follow guidelines in the user manual, installation guide, and maintenance regulations;
- 9) Incorrect use or inappropriate operation;
- 10) Insufficient ventilation of the device;
- 11) Sub-standard maintenance and service procedures;
- 12) Force majeure (e.g., lightning, overvoltage, storm, fire).
- 13) The product is used as the component of a product expressly warranted by another manufacturer;
- 14) The product's original identification (trademark, serial number(s), etc) markings have been defaced, altered, or removed;
- 15) The product was installed outside of the country;
- 16) Any consequential losses that are attributable to the product losing power whether by product malfunction, installation error, or misuse;
- 17) Third party batteries are attempted to be used other than Sapphire Solar Gem Series Batteries.

Claims that go beyond the rights cited in the terms of the Product Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly, labour, and installation, or loss of profits, are not covered by Sapphire Solar's warranty. Sapphire Solar is not subject to statutory liability.

The Limited Warranty does not cover costs associated the removal, installation, or troubleshooting of the customer's electrical systems. The Limited Warranty value shall not exceed the original cost of the original purchase price or current product price, whichever is lower.

Sapphire Solar will make every effort to remedy defects in a timely fashion and without unnecessary bureaucracy. Please contact your local Sapphire Solar Partner for support. Each inverter failure shall be reviewed by Sapphire Solar, prior to issuing a service reimbursement to the customer. If an inverter has been modified, reimbursement shall be decided upon at the sole discretion of a Sapphire Solar customer service representative.

Warranty Claim Procedure

Please report defective devices with a brief error description to your Sapphire Solar Partner for initial problem identification and return the warranty card for a warranty claim. If your claim is approved, Sapphire Solar will generally send an equivalent replacement device within 7 working days to the Sapphire Solar Partner who will then arrange replacement at your convenience. The defective device is to be packed in the original packaging material for return transport to the closest office of the Sapphire Solar Partner or original installer of your PV system within 30 days of the claim approval date.

If in-field troubleshooting does not solve the problem, the claim requests must include the following information:

Defective Product(s) proof-of-purchase in the form of (1) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated Sapphire Solar Partner invoice or purchase receipt showing original equipment manufacturer status, or (3) the dated invoice or purchase receipt showing the product exchanged under warranty, using Warranty Card, which includes, but is not limited to, the following information:

- Model number of the Defective Product
- Serial number of the Defective Product
- Detailed description of the defect
- Shipping address for return of the repaired or replacement product (as applicable)

All Defective Product authorized for return must be returned in the original shipping container or other packaging that equally and sufficiently protects the product.

The returned defective product must not have been disassembled or modified without prior written authorization of Sapphire Solar. Otherwise, this warranty shall be null and void.

Warranty Card

Customer Information

Name: _____

Address: _____

City: _____

State: _____

Postal Code: _____

Tel: _____

Fax: _____

E-mail: _____

System Information

Fault Product(s) Serial Numbers: _____

System Commissioning Date: _____

Product Models: _____

No. of Product(s) Used: _____

Bill of Lading Date: _____

Fault Product(s) Quantities: _____

Fault Time/Date: _____

Fault Message(s) or Code(s): _____

Brief Fault Description and Photos:

Installation Information

Module Used: _____

Module Type: _____

Module Quantity: _____

Module Quantity Per String: _____

Installation Company Name: _____

Installer Name: _____

For the information on our warranty terms and conditions, please see our website: www.sapphire-solar.com.

All fields must be completed in order to process claim.

Customer Signature: _____

Date: _____



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