

# LIMITED PRODUCT WARRANTY

This SolarEdge Technologies Ltd. limited warranty (the "Limited Warranty") covers defects in workmanship and materials of the below-listed products ("Products") for the applicable warranty period set out below ("Warranty Period"). See [Products Covered and Warranty Period](#).

The Limited Warranty only applies to the buyer who purchased the Products from an authorized seller of SolarEdge for use within the continent where SolarEdge originally sold the Products and in accordance with their intended purpose. The Limited Warranty may be transferred from the buyer to any assignee and will remain in effect for the time period remaining under the foregoing warranties, provided that the Products are not moved outside their original country of installation. Also, any reinstallation must follow the installation procedures and guidelines accompanying the Products (collectively the "Documentation").

## Warranty Activation

If the buyer discovers any defect in workmanship and materials within the applicable Warranty Period and wants to activate the Limited Warranty, then the buyer must promptly after such discovery report the defect to SolarEdge by sending an email to [support@solaredge.net.au](mailto:support@solaredge.net.au), or by contacting SolarEdge via the support portal on the website in the installer section <https://www.solaredge.com/aus/service/support/>, or via the phone at: T:+61 1800 465 567. The email must include this information: (i) a short description of the defect, (ii) the Product's serial number, and (iii) a scanned copy of the purchase receipt or warranty certificate of the applicable Product. Note that the Product's serial number must be legible and properly attached to the Product in order to be eligible for coverage.

After receiving notification from the buyer, SolarEdge will determine whether or not the reported defect is eligible for coverage under the Limited Warranty. If SolarEdge determines that the reported defect is not eligible for coverage under the Limited Warranty, SolarEdge will notify the buyer accordingly and will explain the reason why such coverage is not available. See [Warranty Exclusions](#).

If SolarEdge determines that the reported defect is eligible for coverage under the Limited Warranty, SolarEdge will notify the buyer accordingly, and SolarEdge may, at its sole discretion, take any of the following actions:

- Repair the Product at SolarEdge's facilities or on-site.; or
- Issue a credit note for the defective Product in an amount up to its actual value at the time the buyer notifies SolarEdge of the defect, as determined by SolarEdge, for use toward the purchase of a new Product; or
- Provide the buyer with replacement units for the Product. When replacement Products are sent, SolarEdge generally sends them within 48 hours. SolarEdge may use new, used or refurbished parts that are at least functionally equivalent to the original part when making warranty repairs. The repaired Product or replacement parts or Product, as applicable, will continue to be covered under the Limited Warranty for the remainder of the then-current Warranty Period for the Product.

In any of the above, SolarEdge will determine if the Product should be returned to SolarEdge and, if SolarEdge so determines, the Return Merchandise Authorization ("RMA") Procedure will be invoked. When the RMA Procedure is invoked by SolarEdge, SolarEdge will instruct the buyer how to package and ship the Product or part(s) to the designated location. SolarEdge will bear the cost of such shipment, upon receipt of the Product or part(s), SolarEdge will, at its expense and sole discretion, either repair or replace the Product or part(s)

SolarEdge will deliver the repaired or replaced Product or part(s) to the buyer at the buyer's designated location in countries where SolarEdge has an office and/or there is a significant PV market. For the specific list of countries to which such service is provided, see [http://www.solaredge.com/articles/shipping\\_cost\\_coverage\\_warranty](http://www.solaredge.com/articles/shipping_cost_coverage_warranty).

SolarEdge will bear the cost of such shipment, including shipping and customs (where applicable), and the buyer will bear any applicable value added tax. SolarEdge may elect to ship replacement Product(s) and/or part(s) prior to receipt of the Product and/or part(s) to be returned to SolarEdge as per the above.

All costs, including, without limitation, labor, travel, and boarding costs of SolarEdge service personnel or others that are incurred for labor relating to repairs, uninstalling, and reinstalling of Products on-site, as well as costs related to the buyer's employees and contractors repair or replacement activities, are not covered by the Limited Warranty and, unless otherwise agreed in writing in advance by SolarEdge, will be borne by the buyer.

### **Warranty Exclusions**

The Limited Warranty does not apply to components that are separate from the Products, ancillary equipment, and consumables, such as, for example, cables, cable holders, fuses, wires, and connectors, whether supplied by SolarEdge or others. Some components may carry their own manufacturer warranty. See the product datasheet for more details.

This Limited Warranty will not apply if (a) the buyer is in default under the General Terms and Conditions of sale or any other Agreement governing the purchase of the Product, or (b) the Product or any part thereof is:

- Damaged as a result of misuse, abuse, accident, negligence or failure to maintain the Product;
- Damaged as a result of modifications, alterations or attachments thereto which were not pre-authorized in writing by SolarEdge;
- Damaged due to the failure to observe the applicable safety regulations governing the proper use of the Product;
- Installed or operated not in strict conformance with the Documentation, including without limitation, not ensuring sufficient ventilation for the Product as described in the SolarEdge Documentation;
- Opened, modified or disassembled in any way without SolarEdge's prior written consent;
- Used in combination with equipment, items or materials not permitted by the Documentation or in violation of local codes and standards;
- Damaged by software, interfacing, parts, supplies or other products not supplied by SolarEdge;
- Damaged as a result of improper site preparation or maintenance or improper installation;
- Damaged or rendered non-functional as a result of power surges, lightning, fire, flood, pest damage, accident, action of third parties, direct exposure to sea water or other events beyond SolarEdge's reasonable control or not arising from normal operating conditions; or
- Damaged during or in connection with shipping or transport to or from the buyer where the buyer arranges such shipping or transport.

Additionally, the Limited Warranty does not apply to:

- The input connector for all power optimizers with a part number ending in C.
- Any EV charger cable that is damaged due to: physical abuse and damage, commercial use, rust, water damage, domestic wear and tear, use of car inlets which are incompatible with the Smart EV Charger connector;
- Cellular Wireless Communication plans which are governed under the SolarEdge Communication Plan Terms and Conditions available on the SolarEdge website; or

- The SolarEdge Home Battery. See a dedicated warranty document for the SolarEdge Home Battery Low Voltage and the SolarEdge Home Battery High Voltage available on the SolarEdge website.
- Cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the Product.

THE LIMITED WARRANTIES SET OUT HEREIN ARE THE ONLY EXPRESS WARRANTIES MADE IN CONNECTION WITH THE PRODUCTS AND ARE IN LIEU OF ANY OTHER WARRANTIES WITH RESPECT TO THE PRODUCTS PURCHASED BY BUYER FROM SOLAREEDGE, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL (INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), ALL OF WHICH ARE EXPRESSLY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

Claims by the buyer that go beyond the warranty terms set out herein, including claims for compensation or damages, are not covered by the Limited Warranty, insofar as SolarEdge is not subject to statutory liability. In such cases, please contact the company that sold you the Product. Eventual claims in accordance with the law on product liability remain unaffected.

Coverage under the Limited Warranty is subject to the buyer complying with the foregoing notification requirements and cooperating with SolarEdge's directions. SolarEdge's sole obligation and the buyer's exclusive remedy for any defect warranted hereunder is limited to those actions expressly stated above. Such actions are final and do not grant any further rights, in particular with respect to any claims for compensation.

Unless otherwise specified in an executed Agreement with SolarEdge, the Limited Warranty and related provisions set out herein are subject to SolarEdge's General Terms and Conditions, including, without limitation, the provisions thereof, which relate to disclaimer of warranties, limitation of liability and governing law and jurisdiction.

Australian Customers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. This warranty only applies to end consumers who have purchased the products for their own use.

SolarEdge offers extended warranties to customers. These warranties are broader than the standard SolarEdge Limited Warranty but in some respect may duplicate the rights given under the warranty provided to our Australian customers.

## **Products Covered and Warranty Period**

### **Power Optimizers**

25 years commencing on the earlier of: (i) 4 months from the date the power optimizers are shipped from SolarEdge; and (ii) the installation of the power optimizers

### **Module Embedded Power Optimizers (CSI and OPJ models)**

25 years commencing on the earlier of: (i) 4 months from the date the power optimizers are shipped from SolarEdge; and (ii) the installation of the power optimizers, *provided, however*, that the Warranty Period shall not exceed the maximum of (1) the module product warranty and (2) the module power warranty periods provided by the applicable module manufacturer.

### Inverters

12\* years commencing on the earlier of: (i) 4 months from the date the products are shipped from SolarEdge; and (ii) the installation of the products.

### Safety & Monitoring Interface (SMI), Auto-transformer, Backup Interface

12\* years commencing on the earlier of: (i) 4 months from the date the products are shipped from SolarEdge; and (ii) the installation of the products.

\* In some countries the inverter warranty is limited to 7 years. For a list of these countries, see [http://www.solaredge.com/articles/warranty\\_exceptions](http://www.solaredge.com/articles/warranty_exceptions)

### StorEdge Interface

10 years commencing on the earlier of: (i) 4 months from the date the Interfaces are shipped from SolarEdge; and (ii) the installation of the Interfaces.

### ZigBee Gateway, Commercial Gateway, Firefighter Gateway, Smart Energy products, Cellular Communication Products, RS485 Plug-in, Energy Meter, Smart EV Charger

5 years commencing on the earlier of: (i) 4 months from the date the product is shipped from SolarEdge; and (ii) the installation of the product. Warranty duration of Cellular Communication Products is the same whether or not the product is pre-installed in the inverter.

### SolarEdge EV Charger

3 years commencing on the earlier of: (i) 6 months from the date the product is shipped from SolarEdge; and (ii) the installation of the product.

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