

AFTER-SALES WARRANTY CARD

Shenzhen Litu New Energy Technology Co.,Ltd

Thank you very much to choose YouthPower Solar Storage Batteries. Please fill the required information in and send this page to factory when you need to apply warranty service support

1.Product Warranty

1.1. If you have purchased this product from factory, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law.

1.2. You are entitled to a replacement or refund for a major failure and for 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.

1.3. For the above-mentioned products, you receive the factory warranty valid for 5-10 years from the date of delivery from factory. The factory warranty covers any costs for repair or spare parts during the agreed period beginning on the date of delivery of the device, subject to the following conditions.

1.4. Factory Warranty Scope

The factory warranty does not cover damages caused by following reasons:

- Breaking the product seal (opening the casing)
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, quick installation instructions
- Incorrect usage or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure, neither does it cover cosmetic defects which do not influence the energy production.

1.5. Warranty conditions

If the battery becomes defective during the agreed factory warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of factory:

- Battery repair or
- Battery repair at on-site, or
- Exchange for a replacement device of equivalent value with regard to model and age.

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

excessiveness in the meaning above exists in particular if the cost the measures for factor will be unreasonable.

- In view of the value that the device would have without the defect
- Taking in account of the significance of the defect, and
- After consideration of alternative work around possibilities at factory customers could revert to without significant inconvenience.

Warranty Card

User Information

Company / User Name: _____

Address: _____

Telephone: _____

Email: _____

Project installation location: _____

Product Information

Battery Model: _____

Serial No: _____

(Close to the battery BMS) – Import for service

Fault/Error Description: