

Northern Electric Power

Warranty Terms and Conditions

For Europe, Middle East, Africa

Northern Electric Power provides STANDARD WARRANTY covers defects in workmanship and materials of following NEP products:

Item No.	Product Type	Product Model	Warranty Period
1	Microinverter	BDM-256	144 months
2	Microinverter	BDM-300	144 months
3	Microinverter	BDM-600	144 months
4	Microinverter	BDM-800	144 months
5	Microinverter	BDM-1000	144 months
6	Microinverter	BDM-2000	144 months
7	Gateway	BDG-256	12 months
8	Gateway	BDG-256P3	12 months

Warranty Claims

- ♦ The effective warranty period starts from the earlier of (1) 3 months prior from the date of delivery from NEP, (2) the installation of the product.
Exchange services apply only to inverters within their warranty period.
- ♦ The warranty applies to the original NEP product purchaser, and is transferable only if the product remains installed in the original location. This warranty policy will apply only to inverters installed by a qualified professional.
In case of self-installation of inverters that are using an integrated WiFi module (“balcony solution”), the warranty policy also applies.
The warranty policy will be rendered invalid where inverters are sold secondhand through unlicensed sales channels.
To transfer warranty ownership, please send an authorization email that specifies the username

and password from
the previous owner to support@northernep.com.

If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. NEP will work directly with the installer to replace a faulty inverter if it is deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a qualified installer to arrange an on-site inspection.

Claim Procedure

Please report defective device with a brief error description and SN code to our service hot line or support@northernep.com for registration. Alternatively, please contact your specific dealer or installer if your unit is defective or faulty. To make a claim under the warranty terms and conditions of NEP, you will need to supply us with the following information and documentation regarding the faulty product:

- ◆ Product SN code
- ◆ Copy of the invoice and warranty extension certificate (if applicable) for the inverter
- ◆ Copy of the installation receipt with installation date.
- ◆ Detailed information about the entire system (modules, wiring, etc.)
- ◆ Documentation of previous claims/exchanges.

If a device fails while it is under NEP Warranty, it will be, at its option, **repair** the product (if economically feasible) or **replace** the defective product free of charge.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device or 90 days from the date of the return shipment to the customer, whichever is greater. NEP will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. NEP reserves the right to use parts or products of original or improved design in the repair or replacement. In this event, you will not receive a new certificate, as this replacement will be noted by NEP. If the unit needs to be replaced following assessment, NEP will send a replacement unit immediately. The defective device should be sent back to the closest NEP office by packing in its original package if possible or other comparable package. All replaced products and all parts removed from repaired products become the property of NEP.

If your product requires troubleshooting or warranty service, contact your dealer or installer. If you are unable to contact your dealer or installer, or the dealer or installer is unable to provide service, contact NEP directly at:

Northern Electric and Power Co. Ltd

Address: Bld.35, Shouchuang Center, No.6 Changcheng South Road, Chengyang District, Qingdao, China 266109

Phone: +86 532 87963900

Email: support@northernep.com

Service after warranty expiration

For products which are out of warranty, NEP charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

1. On-site attendance fee: Cost of travel and time for the technician in attending on-site.
2. Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
3. Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
4. Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to NEP or/and repaired products are sent from NEP to user.

Exclusion of Warranty Claims

Claims are limited to repair and replacement or if in NEP's discretion that is not possible, reimbursement up to the purchase price paid for the product. NEP will be liable to you only for direct damages suffered by you and only up to a maximum amount equal to the purchase price of the product.

This Limited Warranty does not warrant uninterrupted or error-free operation of the product or cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. This warranty does not apply to and NEP will not be responsible for any defect in or damage to:

- a) the product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the NEP product specifications including high input voltage from generators and lightning strikes;
- c) the product if repairs have been done to it other than by NEP or its authorized service centers;
- d) the product if it is used as a component part of a product expressly warranted by another manufacturer;
- e) the product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed;
- f) the product if it is located outside of the country where it was purchased; and
- g) any consequential losses that are attributable to the product losing power whether by product malfunction, installation error or misuse.

To provide better service to End Users of NEP, all NEP authorized Dealers or Distributors are requested to respond to End Users' warranty claim. NEP will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by NEP for the following investigation):

- ◆ Product modified, design changed or parts replaced not approved by NEP;
- ◆ Changes, or attempted repairs and erasing of series number or seals by non NEP technician;
- ◆ Solar Design are not followed installation regulations

- ◆ Failure to comply with the local safety regulations (in Germany VDE standards for example.);
- ◆ The Product has been improperly stored and damaged while being stored by the Dealer or the end user;
- ◆ Transport damage (including painting scratch caused by movement inside packaging during shipping). A claim should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
- ◆ Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;
- ◆ Improper use or misuse of the device;
- ◆ Damage to the appearance or performance of the device caused by bad installation environment (such as poor ventilation, extreme temperature and humidity, coastal or other corrosive environment, dust environment, flammable and explosive area, strong electromagnetic interference area, etc.);
- ◆ Inverters installed in salt mist hazard areas will be subject to corrosion and may cause fire. Do not install inverters outdoor in salt mist hazard areas. Salt mist hazard area refers to the area within direct distance of 500 meters from the seashore or affected by sea wind. The area affected by sea wind varies according to the meteorological conditions (e.g. typhoons, seasonal winds) or the terrain features (with dikes and hills).
- ◆ The maintenance procedures relating to the product have not been followed to an acceptable standard;
- ◆ Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

Disclaimer Product

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY NEP IN CONNECTION WITH YOUR NEP PRODUCT AND IS, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY.

IN NO EVENT WILL NEP BE LIABLE FOR: (a) ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, OR OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND, EVEN IF NEP HAS BEEN ADVISED, OR HAD REASON TO KNOW, OF THE POSSIBILITY OF SUCH DAMAGE, (b) ANY LIABILITY ARISING IN TORT, WHETHER OR NOT ARISING OUT OF NEP'S NEGLIGENCE, AND ALL LOSSES OR DAMAGES TO ANY PROPERTY OR FOR ANY PERSONAL INJURY OR ECONOMIC LOSS OR DAMAGE CAUSED BY THE CONNECTION OF A PRODUCT TO ANY OTHER DEVICE OR SYSTEM, AND (c) ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

IF YOU ARE A CONSUMER (RATHER THAN A PURCHASER OF THE PRODUCT IN THE COURSE OF A BUSINESS) AND PURCHASED THE PRODUCT IN A MEMBER STATE OF THE EUROPEAN UNION, THIS LIMITED WARRANTY SHALL BE SUBJECT TO YOUR STATUTORY RIGHTS AS A CONSUMER UNDER THE EUROPEAN UNION PRODUCT WARRANTY DIRECTIVE 1999/44/EC AND AS SUCH DIRECTIVE HAS BEEN IMPLEMENTED IN THE EUROPEAN UNION MEMBER STATE WHERE YOU PURCHASED THE PRODUCT. FURTHER, WHILE THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM EU MEMBER STATE TO EU MEMBER STATE OR, IF YOU DID NOT PURCHASE THE PRODUCT IN AN EU MEMBER STATE, IN THE COUNTRY YOU PURCHASED THE PRODUCT WHICH MAY VARY FROM COUNTRY TO COUNTRY AND JURISDICTION TO JURISDICTION.