



Inver Energy Warranty and After-Sales Policy

Warranty Terms

This policy governs the Exchange Program for Inver Energy products, including Micro-inverters (Model: IS-030S, IS-040S, IS-050S, IS-060S, IS-080S, IS-160S, IS-180S, IS-200S).

Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Inver Energy may, at its sole discretion, reject the exchange of any products not returned as required in this policy.

1. Warranty Claims

The standard warranty period for all our Micro-inverters: 12 years

The effective warranty period starts from the earlier of (1) 4 months from the date the products are shipped from Inver Energy, (2) the installation date of the product.

1.1 General Terms and Conditions

If the return rate exceeds **15%**, the buyer has the right to withdraw from the contract, and the seller is obliged to refund the buyer for the returned inverters.

1.2 Exclusions from Warranty

1. The warranty does not cover failures or damages caused by:
2. Force majeure (including storm damage, lightning strikes, over voltage, fire, thunderstorms, flooding, warfare, major infectious diseases, etc.)
3. Improper or non-compliant use
4. Incorrect installation, commissioning, start-up, or operation (contrary to the instructions provided in the installation manual)
5. Insufficient ventilation or airflow (leading to inadequate cooling and

restricted natural air circulation)

6. Installation in a corrosive environment
7. Damage incurred during transportation
8. Unauthorized repair attempts
9. Unauthorized removal or reinstallation
10. Normal wear and tear, including discoloration and surface scratches
11. Damage resulting from defects in other system components

If the return is made within 30 days, the shipping cost will be covered by Inver Energy. For returns beyond 30 days, the customer is responsible for all shipping costs.

2. Exchange Service

Any micro-inverter qualified for exchange within the warranty period will be replaced with a new or refurbished unit, subject to the following conditions:

2.1 Required Data for Exchange

Product model

Product serial number

Failure code

Failure comment includes pictures and video if needed

2.2 Required Documentation

Copy of original purchase invoice

Detailed system information (e.g., system schematic)

Documentation of previous claims/exchanges (if applicable)

Inver Energy reserves the right to refuse exchange requests when adequate information is not provided. Inver Energy

To request the replacement of a micro-inverter, contact **Inver Energy Technical Service Center**: Email: **info@invertechs.com**

3. Repair & Technical Support

Customers can receive **remote technical support** via email, phone, or online chat. Inver Energy provides remote monitoring support to assist customers with on linediagnostics.

3.1 Repair Process

Customers must send faulty devices to our **Germany warehouse** for inspection

The repair process typically takes **7-14 business days**.

Replacement units may be provided in urgent cases.

4. Customer Responsibility

If the device is returned due to **customer misuse or incorrect operation**, all related costs, including inspection, repair, and shipping, must be borne by the customer.

Inver Energy products come with guarantees that cannot be excluded under the local Consumer Law. The purchaser is entitled to a replacement in case of a major failure and compensation for any other reasonably foreseeable loss or damage. The purchaser is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not constitute a major one. Terms and conditions provided in this warranty are in addition to any other rights and remedies available under the local consumer law.

Inver Energy

Email: **info@invertechs.com**

Website: **www.invertechs.com**