



Warranty claim procedure:

- Please report the potentially defective devices to your supplier to identify.
- Supplier is required to send the warranty claim form to ATESS or authorized service partner
- Customers must present this warranty card, purchasing & Installation invoice and other related materials as well if required.
- Please note ATESS reserve the ultimate explanation right on this warranty card.

Please fill in the required information below when your device is defective, scan and send it to your supplier or email your supplier with all the information.

End User Information	
Customer name	
Phone number	
Email	
Detailed address	
Product information	
Inverter model	
Serial No. (SN)	
Purchase date	
Dealer/Installer	
Commissioning date	

Warranty Card

Effective date: 1st/April/2025

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ATESS Factory Warranty

For the items with this warranty card you purchased and receive, the factory warranty period is shown in the below table, reckoned from the date of installation and no more than half year from the ATESS delivery date.

Series	Model	Warranty Period
PCS	All models	5 years
PBD	All models	5 years
SMC	All models	5 years
RTF	All models	5 years
BYPASS	All models	5 years
HPS	Transformer	3 years
HPS	Transformer less	10 years
ATS	All models except ATS630/ATS1000/ATS1200	3 years
ATS	ATS630/ATS1000/ATS1200	5 years
Isolation Transformer	All models	1 year
Battery	RAB/TAB/51.2V-100Ah-RPB	10 years
Battery	Others	5 years
EVA	AC charger	2 years
EVD	DC charger	3 years
EVC	AC/DC combo charger	3 years
DC cabinet	All models	1 year
Battery Rack (without battery)	All models	1 year
Battery Cabinet (without battery)	All models except Liquid Cooled Cabinet	1 year
Battery Cabinet (without battery)	Liquid Cooled Cabinet	5 years
Datalogger	Shine master, Enerlog	1 year
EnerCon	EnerCon	3 years
AC Distribution Cabinet	All models	1 year
Battery Convergence Cabinet	All models	1 year
External anti-reflux system	Smart Meter + CT	1 year
Energy management system	All models	1 year
Monitor	Cloud server, APP	5 years
PV combiner box	All models	1 year
Fire extinguishing	All models	1 year
Air-conditioning system	All models	1 year
Hybrid Container shell	All models except Liquid Cooled Container	1 year
Hybrid Container shell	Liquid Cooled Container	5 years
Accessory	Attached components of the device	1 year

Under the guidance of our company, customers return our products so that our company can provide service of maintenance or replacement of products of the same value. Customers need to pay the necessary freight and other related costs. Any replacement or repair of the product will cover the remaining warranty period of the product. If any part of the product or product is replaced by the company itself during the warranty period, all rights and interests of the replacement product or component belong to the company. Factory warranty does not include damage due to the following reasons:

- Damage caused by attempts to modify, relocate, alter or repair products;
- Damage during transplantation of equipment;
- Damage caused by incorrect installation or commissioning;
- Damage caused by failure to comply with operation instruction, installation instructions or maintenance instructions;
- Damage caused by incorrect use or operation;
- Damage caused by insufficient ventilation of equipment;

- Damage caused by failure to comply with applicable safety standards or regulations;
- Damage caused by human factors such as poor maintenance, improper operation, obvious appearance damage, etc.
- Damage caused by the new and uninstall battery pack product inactive for over 90 days and did not do periodic maintenance;
- Damage caused by the installed battery product was inactive for over 30 days and did not do periodic maintenance;
- Damage caused by natural disasters or force majeure (e.g. floods, lightning, over-voltage, storms, fires, etc.).

In addition, normal wear or any other failure will not affect the basic operation of the product. Any external scratches, stains or natural mechanical wear does not represent a defect in the product. If you encounter irresistible factors and need to modify the products or system, you must contact ATESS and obtain written authorization or perform corresponding operations under the guidance of ATESS engineers.

Warranty condition

If a device becomes defective during the agreed ATESS factory warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by ATESS:

- Repaired by ATESS, or
- Repaired on-site, or
- Exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at ATESS.

Excessiveness in the meaning above exists in particular if the cost of the measures for ATESS would be unreasonable.

- In view of the value that the device would have without the defect.
- Taking into account the significant of the defect.
- After consideration of alternative workaround possibilities that ATESS customers could revert to without significant inconvenience.

Warranty extension

For products produced by ATESS, an application for an extended warranty demand can be submitted within one year after the order is shipped from the factory.

- The extended warranty period starts from the day the original warranty ends.
- If you apply for an extended warranty more than one year after shipment, your application may be rejected.
- ATESS has the right to check the condition of the equipment before deciding whether it meets the extended warranty conditions.
- Complete server records will help you quickly pass the warranty extension application.
- The minimum extended warranty period is in years, and the maximum period does not exceed 10 years.

*The following products are not eligible for extended warranty items.

- Battery clusters
- The products with an original warranty of less than or equal to one year