

Afore Factory Warranty

Applies solely to Afore Anyhome series products, 1.0 to 6.0kw

For the above mentioned products, you receive an Afore factory warranty valid for 5 years from the date of purchase. The Afore factory warranty covers any costs which you incur for repair or replacement parts during the agreed period beginning at the date of purchase of the device, subject to the conditions listed below. This is not associated with a durability warranty.

You have the possibility of purchasing an extension of this Afore factory warranty within the 5 year term of the Afore factory warranty.

Warranty Conditions

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

- repaired by Afore, 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 and your entitlement will be documented at Afore.

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

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that Afore customers could revert to without significant inconvenience.

The factory warranty includes the costs of Afore for work and material for the restoration of faultless functioning in Afore's factory or for on-site repair work by Afore personnel. All other costs, particularly shipping costs, travel, and accommodation costs of Afore personnel for on-site repairs as well as costs of the customer's own employees are not included in the factory warranty.

When devices for private use are installed by natural persons in the EU region and Australia, the factory warranty also includes shipping costs or installment costs of Afore service personnel for on-site repairs. This does not apply to islands and overseas territories of the indicated states.

To determine the warranty entitlement, please submit a copy of the purchasing invoice, a copy of the warranty certificate and device series number. The type plate on the device must be completely legible. Otherwise, Afore is entitled to refuse to provide warranty services.

Please report defective devices with a brief error description to our AFORE Service email. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within 2 working days. The defective device is to be packed in this transport packaging for return transport to Afore. All warranty services are free of charge only if the course of action was agreed with Afore in advance.

Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (VDE standards, etc.)
- Force majeure (e.g., lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by the factory warranty, insofar Afore is not subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected. All claims arising from or in connection with this warranty are subject to China law. Shanghai, China is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

Conditions for Installment Payments

Each payment installment must be credited to the business account of Afore on the due dates.

Service Line

If you have an issue, please contact your installer or distributor to discuss how to proceed. Of course, you may also contact us if you need help or advice. We will be glad to provide you with advice and assistance. If you and your installer need help with the device replacement, you can email to us for our skilled service technicians for assistance at any time.

Contact lists on our website www.aforeenergy.com

Australia Service Hotline: **1300 880 966**

Australian Solar Supplies Pty Ltd

Add : 17A Yiannis Court Springvale VIC 3171

Email: info@ausolarsupplies.com.au

Italy Service Hotline: **800 985172**

Wenet s.r.l.

Add : Via Pio la Torre,99 36043 Camisano V.no VI-Italy

Email: info@wenet.it