

Meri Energy Manufacturer's Limited Warranty - Inverters

Meri Energy offers standard factory warranty which is valid 10 years from installation date or 10 years and 3 months from Meri Energy's delivery date, whichever the shortest

Note: The Meri Energy warranty applies only to products for which Meri Energy has received full payment from the authorized reseller, distributor, or installer.

1. Product Quality Standards and Warranty

- Meri Energy inverters comply with local safety regulations related to the national grid and grid standards.
- The inverter warranty is decided by Meri Energy and its distributor.
- Spare parts warranty is valid 3 months (beginning from the date of installation), during the warranty period, Meri Energy is responsible for the replacement.

Spare Parts	
No.	Item
1	AC Connector
2	Fuse
3	Enclosure
4	WiFi Logger
5	Zero Injection connector

- After the products leaving the factory, the appearance damage (scratches, rust, chemical damage) is beyond warranty.

2. Warranty Exceptions

- Damage or lose to inverter or accessory caused by logistics.
- Inverter failure caused by operation in a way that is non-compliant with national utility grid standard which lead to e.g., abnormal grid voltage, grid frequency etc.
- Inverter malfunction or damage caused by non-professional or non-qualified personnel or installation not compliant with the user manual recommendations
- Failure to observe the user manual, the installation guide, and the maintenance regulations.
- Remove or damage warranty seal.
- Change or remove specification label, serial number (SN).
- Product malfunction or damage due to disobey to relevant laws and regulations or technical requirements in power plant design, construction or installation works.
- Solar panels' input parameters exceed the inverter's allowed range.

- Product malfunction or damage due to installation on movable device or in vibration occasions.
- Failure or damage caused by corrosion, lightning and other natural damage or force majeure.
- Unauthorized alteration or disassembly of the product.
- Damage or malfunction caused by other facilities e.g., Surge damage caused by switching on/off high power generator.
- Low electricity generation because of inverter self-protection caused by environmental reasons (such as the installation environment, natural environment, grid environment, etc.) is not a quality problem.

3. Repair, Replacement and Cash Refund

- When a failure occurs, the user should check and record from the screen display the error code, DC voltage, AC voltage data or phenomena etc., then contact your local dealer.
- When the dealer or Meri Energy confirm that it is the product quality problem, the faulty product will be replaced.
- For the product has been replaced or repaired, the remaining warranty entitlement will be transferred to the replacement or repaired device
- Meri Energy is only responsible for the company's products troubleshooting, repair and replacement, but doesn't assume any other special damages, consequential damages, incidental damages (including loss of profits, loss of goodwill, loss of business reputation loss or delay, etc.).
- This warranty does not affect the customer's enjoyment of any other rights laws and regulations relating to sales of consumer goods provided for in the host country or region.
- In the event that a repair or replacement with the same or an equivalent product is not feasible, Meri Energy may, at its sole discretion, offer the Purchaser a cash refund based on the remaining warranty period. The refund will be calculated as follows:
 - Refund Amount = Original Product Sale Price by Meri Energy × Remaining Warranty (%)
 - Where:
 - Remaining Warranty (%) = (Remaining months ÷ 120)
 - The "Original Product Sale Price" refers to the net price paid to Meri Energy by the installer or distributor.
 - For example, for a product 6 years old, 4 years remain, so: 4/10 years = 40%
 - This refund is intended as a final settlement of warranty obligations for the Product in question. Once accepted, Meri Energy shall have no further obligations regarding repair, replacement, or performance restoration for the Product.

4. Service Contact

Customers should contact their installer or local distributors regarding warranty claims. Please visit <https://merienergy.com/> for additional information.

5. Force Majeur

Force majeure is not artificially unavoidable and insurmountable objective conditions. In addition, it is the loss that even if the use of methods of prevention and attention, cannot prevent.

It includes the following:

- earthquakes, floods, fires, storms and other natural disasters.
- war, invasion, blockade and other hostile armed actors.
- revolution, rebellions, riots.
- strike.
- collection, prohibition, and other provisions of the government's actions.
- infectious diseases.
- third-party negligence and wrongdoing which Manufacturers cannot control
- others



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