



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 with all the necessary information.

Customers must present this warranty card, inverter 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

Warranty Card

End User Information

Customer name:
Phone number:
Email:
Detailed address:

Product Information

Inverter Model:
Serial No.(S/N):
Purchase date:
Dealer/Installer:
Commissioning data:

ATESS Factory Warranty

For the inverter with this warranty card you purchased, you receive an ATESS factory warranty valid for 3 years for HPS series and 1 year for Shine Master* from the date of installation and no more than 3 and a half years from the delivery date from Shenzhen ATESS Power Technology Co.,Ltd.

Model	Type	Warranty policy	Model	Type	Warranty policy
Solar inverter/ PCS/PBD/ Bypass	< 100KW	5 years	EV Charger	AC charger	1 year
	≥100KW			DC charger < 100KW	3 years
		DC charger ≥100KW			
HPS/ATS	< 30KW	3 years	Accessory	Attached components of the device	1 year
	≥30KW		Dataloger	Shine Master	1 year
Battery	Complete Lithium set	5 years	Monitor	Cloud Server	5 years

This warranty includes all defects of design, components and manufacturing.

Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

* The product warranty policy vary with the product model, and the warranty period is slightly different. Please refer to the form.

If you would like to purchase an extension of ATESS factory warranty based on the 3 or 1 year term of ATESS factory warranty, please contact ATESS to get the price and an extending warranty card for apply.

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 significance of the defect, and
- after consideration of alternative workaround possibilities that ATESS customers could revert to without significant inconvenience.