

Legal Guarantee and Commercial Warranty

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Draft under legal review. This text is not yet final.

Guarantor

EPEVER Technologies Europe B.V. (trade name EPEVER)

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Your legal guarantee comes first

Independently of this commercial warranty, you as a consumer have a legal guarantee of at least two years against lack of conformity under Directive (EU) 2019/771 and national law. Remedies under the legal guarantee are free of charge. This commercial warranty is an extra promise and does not affect those rights.

Products covered

EPEVER-branded solar charge controllers, inverters, inverter/chargers, energy storage systems, lithium batteries and accessories bought new from EPEVER Technologies Europe B.V. or an authorised EPEVER Europe partner, for use within the EU.

Duration

The warranty period for each product is shown on its product page ("Warranty: N months") and is taken from the catalogue. It starts on the date of delivery shown on the invoice. [LAWYER TO CONFIRM: the EPEVER Europe warranty periods per product family (controllers, inverters, ESS, lithium batteries, accessories).]

What is covered

Defects in material and workmanship that appear during normal use in accordance with the manual.

What is excluded

- Wrong installation or wiring, or installation not according to the manual or local rules.
- Use with an unsuitable battery type, or wrong battery settings.
- Overvoltage from the PV array or grid, lightning, surges.
- Water, moisture, corrosion, fire, dropping or other external damage.
- Modifications, repairs or firmware not authorised by EPEVER.
- A missing, removed or illegible serial number.
- Normal wear, cosmetic damage and consumables (fuses, cables).

How to claim

1. Register the product with its serial number in My Account (optional, but it speeds up the case).
2. Open a support case with the serial number, proof of purchase, a description and photos.
3. We may ask for logs or settings, or test the product remotely.

Shipping for warranty repairs

When we accept a claim, EPEVER pays shipping to and from our service centre within the delivery countries. Lithium batteries are collected by a dangerous-goods carrier we arrange.

Remedy order

We repair the product; if repair is not possible or economical we replace it with the same or an equivalent

product; if neither is possible we refund the purchase price, reduced pro rata for use only where the law allows.

Territory

The warranty applies to products delivered to and used in the EU countries we deliver to.