

Limited Warranty 产品质保协议

Warrantor 质保人

1. Warrantor is Ningbo Borden, address of No. 24 Fangshan Road Qiaotouhu Industrial Zone Ninghai County, Ningbo, Zhejiang, China. 质保人为宁波博登电气有限公司(以下简称“公司”或“Borden”),其注册地址为中国浙江省宁波市宁海县桥头胡街道方山路24号。

2. What Products are covered 质保产品范围

This following warranty applies to the Products listed in Appendix 1 which were Manufactured by the Company;

Sold by the Company directly or through the authorized resellers as new products, and Were installed and commissioned by a certified installer.

以下质保条款适用于附录1所列的产品且符合以下条件

*由公司制造

*由公司直接或通过授权经销商销售的全新产品

*由专业的安装人员安装和调试。

3. Warranty 质保

3.1 Warranty period 质保年限

The Company provides 5 (five) years of warranty for inverter, Individual models come

with a 2-year warranty The Company provides 10 (ten) years of warranty for Li-Ion Battery (with BMS) battery, (5 years for free +5 years appropriate transport costs)

The Company provides 2 (two) years of warranty for Lead-acid battery

The company provides 10 (ten) year warranty on the "Hybrid Inverter + Li-Ion Battery (with BMS)"

combination.

公司为逆变器提供5(五)年的质保期,个别型号提供2年质保

公司为锂离子电池(带BMS)提供10(十)年的质保期,(5年免费质保+5年适当的运费)

公司为铅酸电池提供2(两)年质保

公司为"混合动力逆变器+锂离子电池(带BMS)"组合使用,提供10(十)年质保。

3.2 Starting time 起始时间

The warranty period commences from the earlier of the date of initial installation or the 180th day after the Product is dispatched from the factory.

质保期从产品首次安装之日或产品出厂之日后第180天(以较早者为准)开始

3.3 Definition 质保定义

The Products will, under use and conditions set out in the Limited Warranty and the User Manual, be free from defects in workmanship and materials, and replaced or repaired free of charge at the Company's option if such Products are faulty or

defective in workmanship or materials.

在该质保书和用户手册中规定的使用和条件下，产品将不存在工艺和材料缺陷，如果此类产品在工艺或材料方面存在缺陷，则公司可选择免费更换或维修。

3.4 Cost 费用承担

End of warranty period, the Company will charge reasonable costs other than costs of spare parts. Reasonable costs may include transportation (other than delivery costs of parts or Products replaced to the owner of Products), travelling and accommodation cost of persons for on-site support etc.

质保期结束，公司将收取除备件成本以外的合理费用。合理的费用可能包括运输费用（不包括更换给产品所有者的备案或产品的运输费用）、现场支持人员的差旅和住宿费用等。

4. Preconditions for Warranty 质保先决条件

This warranty is subject to the following conditions:

The Products have been installed and correctly commissioned by a certified installer. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.

The Products have its original serial number and rating labels intact and readable. This Warranty does not extend to any Products that have been completely or partially disassembled or modified unless such disassembly is carried out by the Company. Any warranty claim under this Warranty must meet the requirements set out below in the "Claim Procedure" section.

The Products shall be correctly operated and used according to User Manual and conditions set out in this Warranty

The operating temperature for the Product must not exceed -10°C – 60°C range and the Product shall not be exposed to and stored in a temperature higher than 60°C , and shall not be exposed in an installed area to direct sunlight.

The Product installation location must be ventilated in accordance with the requirements of User Manual. The Product must be operated with compatible devices recognized by Borden.

The product must be transported, installed and operated in accordance with the requirements in

Appendix 2 – Usage and Transportation Requirements.

质保具有以下先决条件受以下条件约束：

产品已由专业的安装人员进行安装和调试，并提供正确调试产品的证明（如合格证书）。由于不正确的安装或调试造成的故障索赔不在本质保范围内。

用户需要提供逆变器的序列号，保证逆变器上的评级标签完好无损且可识别。

本质保书不适用任何已经完全或部分拆卸或修改的产品，除非这种行为是由公司人员安排组织的。

用户提出的任何索赔项目必须符合“索赔程序”章节中规定的要求。

产品应根据用户手册和本质保书中规定的条件下正确操作和使用。

产品的工作温度在-10°C~60°C范围内，产品不得暴露于或储存于高于 60°C 的温度下，不得被阳光直接照射和雨水的侵入。

产品必须根据《用户手册》的要求安装在处于通风性良好的位置。

该产品必须与 Borden 认可的设备一起运行。

该产品的运输、安装和操作必须符合附录 2-使用和运输要求的规定。

5. Warranty Obligations 质保义务

5.1 During the warranty period for product, the Company, will, at its option, repair or replace the Products or any part thereof, if such Products are faulty or defective in workmanship or materials.

在整机质保期内，如果产品在工艺或材料上有缺陷，本公司将自行选择修理或更换产品或其部件。

5.2 The Company will endeavor to replace any Products which require to be replaced under this Warranty with products of equivalent appearance, size, and functionality on a like for like basis.

本公司将尽力以相同的外观、尺寸和功能的产品更换任何根据本质保下需要更换的产品。

5.3 Replacement of Products may not be brand new but with quality and specification compliant with the Product specifications. Where this is not feasible, due to technical improvement, the Company will supply another type of product of at least the same value and standard.

替换的产品可能不是全新的，但其质量和性能与已经购买的产品一致。如果由于技术迭代，老产品不再生产，本公司将提供至少相同价值和标准的另一种类型的产品。

5.4 If the Products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products.

如果在质保期内更换了产品或备件，剩余的保修期将自动转移到更换后的产品上。

5.5 In respect of valid claims under this Warranty, the owner of Products will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts and freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from the Company. Documentation in support of such claim will be required.

关于本质保书协议下的有效索赔，将不对产品所有者收取与提出索赔有关的费用，包括处理费用、更换零件的费用及运费。对于根据本质保书下进行有效的索赔所产生的必要和合理的费用，可以向本公司提出索赔并需提供相关的证明文件。

6. Excluded Warranty Claims 免责申明

6.1 THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE PRODUCTS. The Company makes no warranties, either expressed or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated

in this Limited Warranty.

本质保书是与产品有关的唯一的明示保证。本公司对其他任何明示或暗示、口头或书面的协议不作保证，在本质保书中明确规定的除外。

6.2 This limited warranty does not cover any problem that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.
本质保不包括任何由材料或工艺缺陷以外的原因造成的状况、故障或损坏。

6.3 The warranty does not apply to any defects or faults to the extent to which one or more of the following conditions arises

Abuse, misuse or negligence;

As a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event outside the reasonable control of Borden; Storage, installation, commissioning, modification or repair of the Product, or opening of the external casing of the Product, that is performed by none authorized installer or rather than Borden:

Failure to operate or maintain the Product in accordance with the user manual;

Any attempt to modify the Product, whether by physical means, programming or otherwise, without the express written consent of Borden:

Removal and reinstallation of the Product at a location other than the original installation location, without the express written consent of Borden;

Due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product were not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products;

The product has been improperly stored and damaged while being stored by the dealer or the end user; Products or components that have exceeded the company's warranty period, unless the parties have separately contracted for extended warranty service;

Use of an incompatible inverter, rectifier or PCS;

The battery (with BMS) has been stored for more than 6 months and has not been connected to the inverter for commissioning;

The product exceeds the requirements set out in the specification

本质保书不适用于出现以下一种或多种情况引起的缺陷或故障滥用、误用或过失；
由于气候或其他环境影响、外来物质污染（如灰尘、烟雾、盐、化学品和其他杂质）、进水、暴露于过热（特别是根据使用手册规定的最高限制温度）、溶剂、通风不足、暴露于强烈振动、强磁场或由于 Borden 控制之外的不可抗力事件而导致的产品状况或运行性能的变化；
由非专业的或者非授权的安装人员或 Borden 以外的人员对产品进行储存、安装、调试、修

改或维修，或打开产品的外壳；
未能按照用户手册操作或维护本产品；
未经 Borden 明确的书面同意试图通过物理手段、程序或其他方式修改产品；
未经 Borden 明确的书面同意在原安装地点以外的地方重新安装本产品；
由于意外损坏、盗窃或恶意破坏，或将产品用于非设计或销售目的的环境条件，或在此类产品的指定或正常操作范围之外使用产品；
产品存放不当，经销商或最终用户在存放过程中损坏产品；
产品或部件已经超出公司质保期，但双方另行签订延长质保服务的除外；
使用不兼容的逆变器、整流器或 PCS；
蓄电池（带 BMS）已存放 6 个月以上，且未连接至逆变器进行调试产品超出规格书规定的要求

6.4 This Warranty does not cover cosmetic defects that do not directly influence function or performance of the Products, nor does it cover noise or vibration that is not excessive or uncharacteristic and does not impact the performance of the Products.

本质保不包括不直接影响产品功能或性能的外观上的缺陷，且不包括不过度或不典型的且不影响产品性能的噪音或振动。

6.5 This Warranty does not cover:

Any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Products;

Any other costs such as transportation (other than delivery costs of parts or Products replaced under this Warranty to the owner of Products), travelling and accommodation cost of persons for on-site support etc. ;| Subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.

Any costs in making the warranty claim, which is invalid under this Warranty.

本质保不包括终端用户或安装人员在正常或定期维护产品时所产生的任何费用；

其他费用，如运输（除根据本质保向产品所有者运输更换配件或产品时所产生的运费），现场支持人员的交通和住宿费用等；

在不违反任何法律的情况下，因违反本质保而产生的任何财产损失、人身伤害、直接或间接的损失等其他费用。

任何无效的质保索赔。

6.6 This Warranty does not cover any damage caused directly or indirectly by or during the opening, modification, repair, processing, replacement, or installation of any Product or product part, or any other work has been performed in relation to or that affects any Product, by a non-certified or otherwise unauthorised person.

本质保书不包括未经认证或授权的人员在打开、修改、修理、加工、更换或安装产品或产品部件期间直接或间接造成的任何损害，或进行与产品有关的任何其他工作造成产品的损害。

6.7 Claims that go beyond the scope of this Warranty, including but not limited to

(i) claims for compensation for direct or indirect damages arising from the defective device, (ii) claims for compensation for costs arising from disassembly and installation, or (iii) claims for loss of profits, are expressly NOT covered by this Warranty.

In no event will the Company be held responsible or liable for any personal injuries arising out of or connected with the use or misuse of the Product, or for any other damages, whether direct, indirect, punitive, incidental, or consequential; even if the Company has been advised of such damages.

超出本质保范围的索赔，包括但不限于(i)对因设备的缺陷引起的直接或间接损失的索赔，(ii)因拆卸和安装引起的费用的索赔，(iii)利润损失的索赔，都明示地不在本质保范围内。在任何情况下，公司都不会对因使用或误用产品而引起的或与之相关的，无论是直接的、间接的、惩罚性的、偶然的或继发性的任何人身伤害或任何其他损害承担责任，即使本公司已被告知此类损害。

7. Exclusion for Failure to Connect to the Internet 未连接网络情形排除

It is required that all Products have internet connection for service purpose. If the Product has no internet, please contact the Company ASAP or organize qualified personnel to conduct an on-site inspection and data collection under the instruction of Borden Without connecting to the Internet to use the company's products, it will increase our service time, It may affect the progress of the problem, and We are not responsible for any charges incurred during the service period due to lack of internet connection.

所有的产品都必须连接互联网，以达到售后服务的目的。如果产品没有连接互联网，请尽快与本公司联系，或在 Borden 的指导下组织合格人员进行现场检查和数据收集。如果不连接互联网的情况下使用公司产品，会增加我司的服务时间，可能影响问题处理的进度，因未联网而导致服务期间产生的费用，我司不予承担。

8. Warranty Restriction 限制规定

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Borden expressly reject any and all legal or implied warranty, including but not limited to warranties of merchant ability, fitness for a particular purpose and hidden or potential defects. If Borden cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Borden and/or Borden Authorized Service Partner is authorised to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

无特殊说明，在法律允许的范围内，本质保书是唯一的，并取代所有其他口头、书面、明示或暗示的保证。Borden 明确拒绝任何所有法定的或隐含的保证，包括但不限于对适销性、特定用途的适用性以及隐性或潜在缺陷的保证。如果 Borden 不能放弃法律规定的默示保证或法律规定的保证，所有这些质保协议应限制在法律规定的默示保证或法律规定的范围内，并应根据法律强制适用。任何经销商、代理商或 Borden 和/或 Borden 授权的工作人员都无权对质量担保进行任何修改、扩展或补充。如果本协议中的任何条款被判定为非法或不可执行，则本协议其余条款的合法性和可执行性不受影响或损害，

Borden's LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END USER TO Borden FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

在任何情况下，Borden 因任何原因所承担的责任金额均不超过最终用户购买该产品时向 Borden 支付的价格。

9. Limitation on Use 产品使用条款

Borden battery is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life or catastrophic property damage. To the extent permitted by law, Borden disclaims any and all liability arising out of the use of this product for the purposes stated above.

Borden 电池不得用作生命支持系统等其他医疗设备的主要或备用电源，或用于可能导致人员受伤或生命损失或灾难性财产损失的任何其他用途。在法律允许的范围内，Borden 不承担上述用途中因使用本产品而引起的任何和所有责任。

10. Claim Procedure 索赔程序

A) Who can make a claim?

Warranty claims can only be made by the owner of the Products.

B) Claim process

If any Products fail within the Warranty period, the owner of the Products must stop using the Products or the system in which the Products are installed as the case may be by isolating the Products from any energy source, and make a claim within 48 hours of products failure following all instructions provided by Borden, or the resellers from whom you have purchased the Products.

A) 谁可以提出索赔？

质保索赔只能由产品的所有者提出。

B) 索赔程序

如果产品在质保期内出现故障，产品所有者必须将产品与能源隔离，停止使用该产品或安装该产品的系统(视情况而定)，并在产品出现故障的 48 小时内向 Borden 或您购买该产品的经销商申请或提出索赔。

To make a warranty claim under this warranty, please contact the Company or the resellers from whom you .

根据本质保书提出索赔，请联系本公司或你所购买产品的经销商。

When contacting Borden by Email, please include the following information:

当你通过电子邮件的方式联系 Borden 时，请提供以下内容：

Your contact details including name, address, postcode and telephone number

您的联系方式，包括姓名、地址、邮政编码和电话

Model name and serial Number of the Product *

产品型号及序列号*

Installation Date and installation address

安装时间及地址

Proof of purchase

购买证明

Hardware Version*

硬件版本号*

Software Version*

软件版本号 *

Inverter Model*

逆变器型号*

Hardware Version of Inverter

逆变器的硬件版本

Software Version of Inverter

逆变器的软件版本

Working Mode

工作模式

Information about the use of the Product in reasonable detail

产品使用的合理细节信息

Information about the defect in reasonable detail

产品故障的合理细节信息

Contact details of the installer

安装商的联系方式

Any other information which could help with analysis of the defect such as videos, photos etc. 任何有关产品的其他信息，可以协助分析产品问题，例如视频、照片等

Information must be provided with * 带*处的信息必须提供

Contact details of the Company:

Borden Service

Address: No.24 Fangshan Road Qiaotouhu Industrial Zone Ninghai County ,
Ningbo,Zhejiang,China

Email: service@amlifecn.com/service@bordensuntech.com

Web: www.bordensuntech.com

公司的联系方式：

Borden 售后服务

地址：中国浙江省宁波市宁海县桥头胡街道方山路 24 号

邮箱： service@amlifecn.com/service@bordensuntech.com

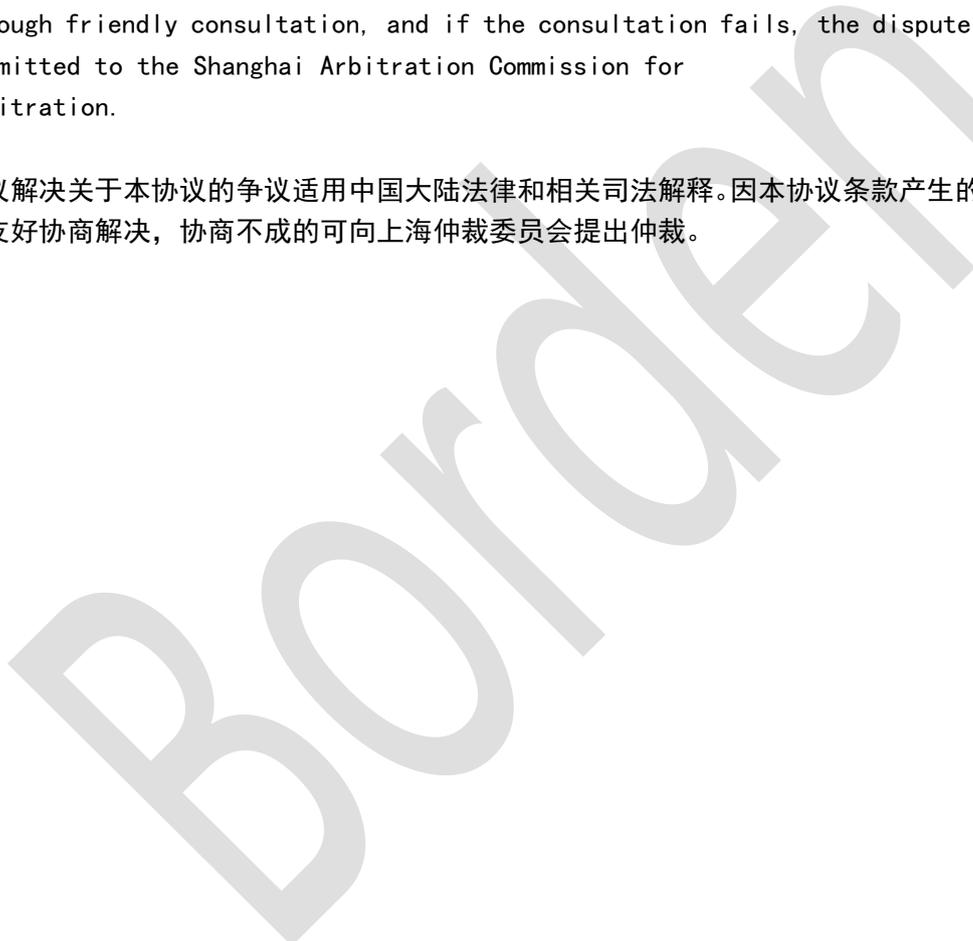
网站： www.bordensuntech.com

Dispute Resolution

Disputes regarding this agreement shall be governed by the laws of mainland China and relevant judicial

interpretations. Disputes arising from the terms of this Agreement shall be resolved through friendly consultation, and if the consultation fails, the dispute may be submitted to the Shanghai Arbitration Commission for arbitration.

争议解决关于本协议的争议适用中国大陆法律和相关司法解释。因本协议条款产生的争议应当友好协商解决，协商不成的可向上海仲裁委员会提出仲裁。



Appendix 1 Products 附录1 产品清单

This warranty applies to the following products:

本保证适用于以下产品:

类别 Category	描述或等级 Description or rating	保修期 (年) Warranty period (Year)	服务方式 Service Mode
光伏并网逆变器/ PV on-grid inverter		5	故障机退回给Austa; Replacement, faulty units return to Austa
微型逆变器/ Micro Inverter		10	故障机退回给Austa Replacement, faulty units return to Austa
微储/ Micro Hybrid Inverter		10	故障机退回给Austa Replacement, faulty units return to Austa
混合逆变器/ Hybrid inverter		5	故障机退回给Austa Replacement, faulty units return to Austa
离网逆变器/ Off inverter		2	故障机退回给Austa Replacement, faulty units return to Austa
汇流箱/ converter box	交流和直流汇流箱/ AC converter box DC converter box	2	给客户更换配件 Accessories replacement
逆变器配件/ Inverter accessories	安装支架, 风扇 Mounting bracket, cooling fan	2	给客户更换配件 Accessories replacement
数据采集器/ Datalogger	WiFi/以太网/GPRS WiFi/Inerter net/GPRS	2	给客户更换配件 Accessories replacement
智能电表/CT Smart Meter/CT		2	给客户更换配件 Accessories replacement
输出控制设备/ Output control equipment	限制器/能量控制器 limiter/Energy Controller	2	给客户更换配件 Accessories replacement
锂电池 (带BMS) / Lithium battery (with BMS)	5 年免费保修 + 5 年适当的 运输费用) 5 years for free+ 5 years appropriate transport costs	5 + 5	故障机退回给Austa Replacement, faulty units return to Austa
铅酸电池/ Lead-acid battery		1	给客户更换 Replacement
储能机+锂电池 (带BMS) / Hybrid+Lithium battery (with BMS)	Battery and hybrid inverters must be in communication	10	故障机退回给Austa Replacement, faulty units return to Austa
MPPT控制器/ MPPT Controller		1	给客户更换 Replacement

Usage and Transportation Requirements 使用和运输要求

In order to be entitled to this warranty, the following requirements should be strictly complied with during transportation and use of Products. Any Products failure or damage caused by violation of the following requirements is not covered by this Warranty.

为了享受本质保，在产品的运输和使用过程中应严格遵守以下要求。任何因违反以下要求而造成的产品故障或损坏都不在本质保范围内。

1. Operating Environment Requirements 运行环境要求

The hybrid inverter should be stored at an ambient temperature of $-30^{\circ}\text{C}\sim 65^{\circ}\text{C}$;

The hybrid inverter should work in the environment temperature of $-25^{\circ}\text{C}\sim 60^{\circ}\text{C}$;

The Off_grid inverter should work in the environment temperature of $0^{\circ}\text{C}\sim 40^{\circ}\text{C}$;

The Off_grid inverter should be stored at an ambient temperature of $-15^{\circ}\text{C}\sim 60^{\circ}\text{C}$;

Working humidity: $0\%\sim 95\%$ RH

Do not expose the inverter to direct sunlight for extended periods of time;

Ensure reliable grounding;

Do not reverse the polarity;

No conductive dust and corrosive gas

Installation location should be away from the sea to avoid brine and high humidity environment.

The ground is flat and level.

There is no flammable explosive near to the installation places.

Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

MPPT and lead-acid batteries should not be used in exposed outdoor environments.

If the battery has been stored for more than 6 months, it is need to connect the battery to the inverter and commission the system. connect the battery to the inverter and commission the system.

混合逆变器应存放在 $-30\sim 65^{\circ}\text{C}$ 的环境温度下

混合逆变器应在 $-25\sim 60^{\circ}\text{C}$ 的环境温度下工作；

离网逆变器应在 $0\sim 40^{\circ}\text{C}$ 的环境温度下工作；

离网逆变器应存放在 $-15\sim 60^{\circ}\text{C}$ 的环境温度下；

工作湿度： $0\%\sim 95\%$ RH；

不要将逆变器长时间暴露在阳光直射下；

确保可靠的接地；

请勿颠倒正负极；

无导电灰尘和腐蚀性气体；

安装地点应远离大海，避免盐水和高湿度环境；

地面平坦、平整；

安装地点附近无易燃易爆物品；

远离灰尘和杂乱地带，远离水源和热源，防止设备进水和过热；

MPPT 和铅酸电池不可以在室外裸露的环境下工作；

如果蓄电池存放时间超过 6 个月，需要将蓄电池连接至逆变器并调试系统。

2. Storage Environment Requirements 存储环境要求

Short-term storage environment:

Within 3 months of temperature range is -20~65°C. Relative humidity <85%RH. No corrosive gases.

b) More than 3 months long-term storage environment: temperature range for -20~40°C
Relative humidity <65% RH

No corrosive gases

DURING STORAGE.

c) Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

a) 短期储存环境:

3 个月内的温度范围为 -20~65°C 相对湿度 <85%RH, 无腐蚀性气体 b) 3 个月以上的长期储存环境:

温度范围为 -20~40°C

相对湿度 <65%RH

无腐蚀性气体

在仓储期间

c) 远离灰尘和脏乱地带，远离水源和热源，防止设备进水和过热。

3. Transportation Requirements 运输要求

The Products should be transported with the Company's original packaging materials.

If long-distance

transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.

产品应使用本公司的原始包装进行运输。如果需要海运等长途运输，应采取额外的包装措施以确保产品运输安全。运输中，产品堆放不超过 6 层。

If the Product does not use the Company's original packaging material transportation, buyer shall fully

consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

如果产品不使用公司的原包装运输，买方应充分考虑运输过程中的振动、跌落和碰撞风险，并采取充分的产品保护措施。