

Sankopower Solar Inverter Warranty and Service Conditions

Sankopower Solar System are very professional and reliable manufacturer for solar inverter. With more than 26 years in solar inverter production, we are full of experience in handling after sales service and customer complaint.

Warranty Cover below Sankopower Solar System Series :

Off Grid Solar Inverter

3500W MPPT Solar Inverter SolarPro Series
5500W MPPT Solar Inverter SolarPro Series
5500W MPPT Solar Inverter SolarPax Series
2400W MPPT Solar Inverter SolarSee Series (110Vac)
5000W MPPT Solar Inverter SolarSee Series (110Vac)

Hybrid Solar Inverter

5000W MPPT Solar Inverter SolarPolo (On-grid & Off-grid Inverter)
6000W MPPT Solar Inverter SolarPolo (On-grid & Off-grid Inverter)

Warranty Period

Product	Warranty Commencement	Warranty Period
SolarPro Series SolarPax Series SolarPolo Series SolarSee Serie	Warranty commences from 90th day after date of shipment from manufacturer in China.	12 months

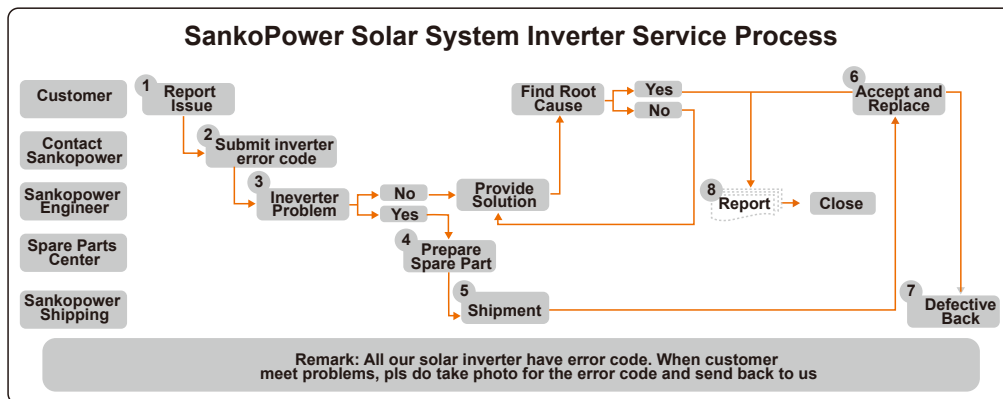
Service Type

Remote Support:

Email: tech@sankopower.com
WhatsApp: +86 13431217430
Wechat: +86 13431217430
HP: +86 13431217430
Skype: sales@sankopower.com

Hardware Support Process Chart

A. Contact local distributor or sales rep
B. Contact Sankopower Solar System Factory
C. Please follow below flow chart



Disclaimer:

- A. All above mentioned warranty and support services apply only to Sankopower brand solar inverter
- B. Accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranties and services set out above.
- C. Warranties and services shall not apply in the following circumstances:
- Damage as a result of force majeure (natural disasters, fires and wars).
 - Damage as a result of natural wear and tear.
 - Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
 - Damage from lightning due to unsuitable system design.
 - Large scale damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage.
 - Damage caused by non-compliance with the operation manual of the equipment.
 - System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Sankopower's requirements.
 - Damage caused by adjustment, change or removal of identification marks not in compliance with Sankopower requirements or instructions.
 - System damage directly caused by problems in customer's infrastructure.