



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
- Customers must present this warranty card, 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. (SN)	
Purchase date	
Dealer/Installer	
Commissioning date	

Effective date: 12th May, 2026

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ATESS Factory Warranty

For products purchased after the effective date of this warranty card, the table below shows the factory warranty period, which is calculated from the date of installation but does not exceed 180 days from the ATESS shipment date.

Series	Model	Warranty Period
PCS	All models	5 years
PBD	All models	5 years
SMC	All models	5 years
RTF	All models	5 years
BYPASS	All models	5 years
HPS	All models	5 years
ATS	All models	5 years
Isolation Transformer	All models	1 year
Battery	RAB/TAB/51.2V-100Ah-RPB	10 years
Battery	Others	5 years
EVA	AC charger	2 years
EVD	DC charger	3 years
EVC	AC/DC combo charger	3 years
DC cabinet	All models	1 year
Battery Rack (without battery)	All models	1 year
Battery Cabinet (without battery)	All models except Liquid Cooled Cabinet	1 year
Battery Cabinet (without battery)	Liquid Cooled Cabinet	5 years
Stacked Battery BPU	All models	5 years
Stacked Battery Base and Cover	All models	1 year
Datalogger	Shine master, Enerlog, Enerwifi, Ener4G	1 year
EnerCon	EnerCon	3 years
AC Distribution Cabinet	All models	1 year
Battery Convergence Cabinet	All models	1 year
External anti-reflux system	Smart Meter + CT	1 year
Energy management system	All models	1 year
Smart Software	Cloud server, APP	5 years
PV combiner box	All models	1 year
Fire extinguishing	All models	1 year
Air-conditioning system	All models	1 year
Hybrid Container shell	All models except Liquid Cooled Container	1 year
Hybrid Container shell	Liquid Cooled Container	5 years
Accessory and Spare Parts	Attached components and parts of product.	1 year

If repair at our factory is required after our guidance, we can provide repair services or replace the product with an equivalent one. The customer is responsible for covering the necessary shipping or other related costs. Any replaced or repaired product will inherit the remaining warranty period of the original device. If any product or part is replaced by us during the warranty period, all rights to the replacement product or component belong to us. The factory warranty does not cover the following circumstances:

- Damage caused by attempts to modify, relocate, alter or repair products.
- Damage during transplantation of equipment.
- Damage caused by incorrect installation or commissioning.
- Damage caused by failure to comply with operation instruction, installation instructions or maintenance instructions.
- Damage caused by incorrect use or operation.
- Damage caused by insufficient ventilation of equipment.
- Damage caused by failure to comply with applicable safety standards or regulations.
- Damage caused by human factors such as poor maintenance, improper operation, obvious appearance damage, etc.

- Damage caused by natural disasters or force majeure (e.g.floods, lightning, over-voltage, storms, fires, etc.).
- Unauthorized removal or tampering with the product's identification label.
- Damage caused by the new and uninstalled battery pack product inactive for over 90 days and did not do periodic maintenance.
- Damage caused by the installed battery product was inactive for over 30 days and did not do periodic maintenance.
- Systems with capacity inconsistencies due to the use of battery inventory from different batches without capacity matching prior to shipment.
- To ensure battery cell longevity, remote firmware updates (to the latest version) and real-time monitoring of cell health status are required. The energy storage system must be connected to the ATESS server platform. For products not linked to the ATESS service system, any cell damage caused by the customer's failure to perform timely updates—or inability to provide pre-failure data due to disconnection—will not be covered under warranty.

In addition, normal wear or any other failure will not affect the basic operation of the product. Any external scratches, stains or natural mechanical wear does not represent a defect in the product. If you encounter irresistible factors and need to modify the products or system, you must contact ATESS and obtain written authorization or perform corresponding operations under the guidance of ATESS engineers.

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 on-site by ATESS engineers.
- Repaired by authorized distributors/installers.
- Replace with equivalent products based on the equipment model and age.

In the latter case, the remaining warranty rights will be transferred to the replacement equipment. Since your rights are already recorded in ATESS, you will not receive a new certificate.

ATESS will evaluate the solution based on the following conditions. Any cost assessment requests beyond this scope are considered unreasonable

- In view of the value that the device would have without the defect.
- Taking into account the significant of the defect.
- After consideration of alternative workaround possibilities that ATESS customers could revert to without significant inconvenience.

Disclaimer

ATESS shall not be liable for the following under any circumstances, whether based on contract, warranty, tort (including negligence or strict liability), industry standards, statutory requirements, or otherwise:

1. Any consequences arising from the product itself, including but not limited to improper installation, use, malfunction, defects, breach of warranty, or failure to meet specifications.
2. Indirect, incidental, consequential, or punitive damages, including but not limited to lost profits, damage to goodwill or business reputation, delays, or any other commercial losses.
3. Any claims exceeding the actual value of the product.

Warranty extension

For products produced by ATESS, an application for an extended warranty demand can be submitted within one year after the order is shipped from the factory.

- The extended warranty period starts from the day the original warranty ends.
- If you apply for an extended warranty more than one year after shipment, your application will be rejected.
- ATESS has the right to check the condition of the equipment before deciding whether it meets the extended warranty conditions.
- Complete server records will help you quickly pass the warranty extension application.
- The minimum extended warranty period is in years, and the maximum period does not exceed 10 years.

*The following products are not eligible for extended warranty items.

- Battery clusters
- The products with an original warranty of less than or equal to one year