



Document: IGEN Warranty Terms

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Departments Involved: Customer Service Center,
Marketing Department, Production Department, Quality
Department

IGEN Tech Co., Ltd.

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Warranty Terms for SOLARMAN Logger and Related Accessories

Dear Customers,

Thank you very much for using our products. In order to provide you with better service, please read the following terms carefully.

IGEN Warranty Terms

In order to safeguard the rights and interests of the both parties, the supplies (IGEN Tech) and the customers reach the following agreements on the matters related to warranty and after-sales service for the products sold and products for sale in line with the principle of equality, mutual benefit, cooperation and responsibility.

1. General Provision

1.1 All terms apply to all customers.

1.2 IGEN Tech provides sound after-sales service for SOLARMAN data logger and related accessories, including DIN-Rail logger (GPRS/ETH), DIN-Rail logger (WiFi/ETH), WiFi module, GPRS module, Ethernet module, inverter logger (GPRS), inverter logger (WiFi), stick logger (WiFi/GPRS/Ethernet/4G), pro logger, infrared meter reading device, 4G gateway, smart meter, weather station and other products.

1.3 The after-sales service provided by IGEN Tech mainly includes:

- 1.3.1) Installation instructions
- 1.3.2) Commissioning instructions
- 1.3.3) Repair and replacement
- 1.3.4) FAQ during the usage
- 1.3.5) Technical training

1.4 IGEN Tech will select the appropriate treatment to provide high-quality after-sales service according to the actual situation of the project.

1.5 If data logger and related accessories are sold abroad by domestic customers, IGEN Tech only provides after-sales service to domestic customers in accordance with the domestic after-sales service terms.

2. Installation and Commissioning

2.1 IGEN Tech provides remote product installation and commissioning guidance services, including product installation/commissioning document and etc,. Answers to the problems during the process of installation and debugging will be offered timely.

2.2 For customers who need on-site installation and commissioning:

2.2.1) If the on-site installation and commissioning service has been agreed on the contract, IGEN Tech shall carry out in line with the contract;

2.2.2) If the on-site installation and commissioning service has not been agreed on the contract, IGEN Tech will provide compensable service for door-to-door installation and commissioning. The fees are as follows:

a) Transportation, accommodation and other related expenses shall be borne by the customer;

b) The hourly rates of IGEN technicians shall be borne by the customer, which is subject to the A1 version of the "IGEN Tech On-site Service Charge and Accessories Charging Standards";

c) The hourly rates are calculated from the day when IGEN technicians leave the company until they return to company.

2.3 On-site commissioning of IGEN technicians is limited to SOLARMAN products. Before product installation and commissioning, the customer should ensure that the installation position should meet the installation and commissioning requirements, the connection is correct and meets the conditions of product commissioning.

3. Product Warranty

3.1 SOLARMAN data logger and related accessories should be used in accordance with the conditions written on user manual. The warranty period of SOLARMAN products are shown in Table 1. Without special instructions, the default warranty period of the data logger is 24 months, and the default warranty period of the module is 60 months starting from acceptance of goods and not exceeding 20 natural days after the date of shipment.

Table 1 Warranty period for SOLARMAN data logger and related accessories

Product	Default Warranty Period-Year
DIN-Rail Logger (GPRS/ETH)	2
DIN-Rail Power Supply Device (accessory)	2
DIN-Rail Logger (WiFi/ETH)	2
WiFi Module	5
GPRS Module	5
Ethernet Module	5
Inverter Logger (WiFi)	2
Inverter Logger (GPRS)	2
Stick Logger (WiFi)	5
Stick Logger (GPRS)	5
Stick Logger (ETH)	5

Stick Logger (4G)	5
Infrared Meter Reading Device	2
Pro Logger	2
Smart Meter	2
4G Gateway	2
Weather Station	1

3.2 Accessory Warranty

3.2.1 Non-hardware accessories, such as papers, connection cables, packaging boxes, software and other accessories, will not be warranted.

3.2.2 If the product is confirmed to have quality problems during the warranty period, IGEN Tech will repair or replace the product free of charge according to the actual situation. IGEN Tech reserves the right to improve the design during the repairing or replacing.

3.2.3 The warranty period will not be extended for repaired, replaced product, which still be in accordance with the original warranty period.

3.3 Non-warranty Repair

- Failure of the product due to the shipment or assembling;
- Failure of the product due to negligence in storage or handling;
- Failure of the product due to improper use, unauthorized disassembly;
- Failure of the product due to improper maintenance;
- Failure of the product due to inverter and other device's failure;
- Surface defects, which not affect the normal operation;
- The enclosure of the device is opened;
- Failure of the product due to incompatible inverter;
- Failure of the product due to improper accessories;
- Failure of the product due to incompatible devices;
- Failure of the product due to accidental or artificial damage, such as improper input voltage, high temperature, water ingress, modification, mechanical damage, equipment oxidation, rust or burned circuit board;
- Failure of the product due to network error/failure caused by base station;
- Normal deterioration;
- All configurations and accessories other than hardware, such as software, user manuals, etc., are not included in the warranty service;
- The supplier makes changes to the product after signing the contract that do not affect the performance of the delivered product; or the delivered products that deviate slightly from the technical data sheet and/or product quality and performance characteristics, but do not affect normal use;
- Force majeure (earthquake, fire, typhoon and etc.,)

3.4 The warranty only covers the replacement and repair of defective products, and does not include the installation and disassembly;

3.5 The warranty terms are given to the customer by IGEN Tech as permitted by law. IGEN Tech shall not be liable for the loss or increased costs due to no timely measures taken by the customer, including but not limited to economic loss, civil liability, personal or property damage;

3.6 Products that exceed the warranty period shall be notified to the customer by IGEN Tech in a timely manner. The customer shall decide whether it needs to be repaired at his own expense,

IGEN Tech will not make mandatory regulations;

3.7 Products that exceed the warranty period and need to be repaired by IGEN Tech (hereinafter referred to as "over-warranted products"), IGEN Tech will provide a pay-needed maintenance service for customers. The specific repair inspection standards refer to the A1 version of "IGEN Returned Product Inspection Standard Work Instructions". The cost is assessed on a case-by-case basis.

3.8 The over-warranted products after the maintenance enjoy a warranty period of 3 months after shipment. The costs related to the delivery after the repair shall be borne by the customer;

3.9 If the power supply that is repaired after the warranty repair has obvious hard damage, cracks, broken feet, serious deformation, power cord damage, broken wire, bare core and other phenomena, it will not be warranted and it is recommended to purchase a new one.

4. Repair&Replacement

4.1 When the product is suspected of being bad, please contact the IGEN technician first, the IGEN technician will respond and evaluate within 2 hours, and the treatment plan will be given within 48 hours. During this period, the two sides maintain close and good communication. Accurate feedback of on-site relevant information is preferred, and simple operations can be carried out by technical personnel on-site with the guidance of IGEN technician. Without the permission and guidance of IGEN technician, the economic and other losses caused by the unauthorized handling of the products by the customer shall be borne by the customer;

4.2 If the failure cannot be eliminated on site, IGEN Tech will authorize the customer to remove the defective product, but the customer shall not disassemble the enclosure and internal parts of the defective product.

Please provide the following information for repair and replacements.

4.2.1) Proof of purchase(one of the following materials is valid):

a) The original purchase receipt or invoice, and the date of the invoice or receipt shows that the exchanged product is within the warranty period;

b) An invoice or purchase receipt issued by the distributor showing the name of the original manufacturer and the date of the invoice or receipt showing that the exchanged product is within the warranty period;

c) The contract signed by both parties (including the warranty period and the starting time of the warranty);

d) The after-sales service agreement or warranty agreement signed by both parties, and indicates the warranty period and the time when the warranty starts.

4.2.2) Product model

4.2.3) Product serial number

4.2.4) Specific description

4.2.5) Mailing address and contact details of the designated contact person after repair or replacement of the product

4.3. Without the authorization of IGEN Tech, the customer shall not disassemble or repair the defective products to be returned without authorization, and the economic and other losses caused by the unauthorized disposal of the customer shall be borne by the customer.

5. Packaging and Shipping

5.1. All defective products authorized by IGEN Tech must be transported in the original packaging or packaging with equivalent protective capabilities, otherwise, IGEN Tech shall not be liable for the damage caused by the transportation or freight company;

5.2. The freight forwarder or courier company designated by IGEN Tech or negotiated by the two parties. The transportation costs of the non-defective products shall be borne by the customer after testing;

5.3. The packaging after the repair shall be subject to the packaging returned by the customer; Customers who require new packaging must explicitly and pay for the packaging;

6. Supplementary

6.1 IGEN warranty terms shall come into force from the date of launching.

6.2 IGEN Tech reserve the right.

7. Referenced Documents and Records

No.	Document Number	Document Name

8. History

Version	Written By	Updated Time	Note
A1	Hu Bo	23 rd , April, 2020	1. Document number modified. 2. IGEN Tech On-site Labor Charge and Accessories Charging Standards