EU Fox Warranty Policy

1. Scope of Warranty

Fox provides the following limited and extended warranty for inverters and charge controllers (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Fox. Fox under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy are breached. This Fox Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Fox partners.

Important:
Please note, this warranty policy covers Fox Products as specified herein. Where batteries are supplied separately with a Fox inverter or charger please refers to the relevant warranty policy document. This warranty is limited to the Fox inverter/charger range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Fox may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

2. Contracting Parties

This Policy is only provided to the original purchaser of the product from Fox (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

3. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

Standard Warranty
For T series, F/E series, S series, Hybrid series, AC series:
The Product will be free from defects in materials and workmanship for a period of one hundred and twenty (120) months from the date of installation, but no more than one hundred and twenty-five (125) months from the date of manufacture of the Product (whichever comes first). The registration of the Product (see section 7) is required to be completed via the Fox website before the end of thirty-six (36) months from the date of manufacture of the Product.

For AIO series:
The Product will be free from defects in materials and workmanship for a period of sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture of the Product (whichever comes first). The registration of the Product (see section 7) is required to be completed via the Fox website before the end of thirty-six (36) months from the date of manufacture of the Product.

FoxPro (Extended Warranty)
For full warranty coverage beyond the standard warranty period of one hundred and twenty (120) months, the Product may be eligible for a warranty extension (*FoxPro Warranty*) of an additional one hundred and twenty (120) months. The *FoxPro* warranty extension is available for purchase up to thirty-six (36) months from the commissioning date of the Product.

On account of the product being replaced, the unexpired warranty is transferred to the replacement product, applicable to both the standard and extended (*FoxPro*) warranty.

Note: FoxPro warranty do not available for AIO series.

4. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and Fox authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 5 and 6 of this Policy.

5. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Fox's warranty obligations:

i. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
ii. Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
iii. Improper or noncompliant use, installation, commissioning, start up or operation;
iv. Improper wiring of the Product causing arching or damage of the Product or its parts;
v. Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
vi. Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
vii. Damage of the Product(s) that originate from other parts of the system;
viii. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
ix. Damage that occurred during the transportation of the Product(s);
x. Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
xi. Unauthorized repair and reinstallation of the Product(s);
xii. Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox;
xiii. Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

Where authorized Fox personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Fox under its discretion will:

- repair of the product on site or at a designated Fox office or service centre;
- provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Fox. Fox may replace parts with refurbished parts.

6. Exclusions

This Policy does not cover the components that were not initially sold by Fox as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Fox.

7. Registration

It is recommended that all Products are registered in order that they qualify under the terms of this Policy. Registration is a strict requirement for those seeking coverage under the Fox Warranty. Warranties should be registered within thirty-six (36) months of installation, however it is recommended that they are registered no more than six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration via the Fox website is as follows:

i. Product model
ii. Product serial number
iii. Installation date
iv. Customer name
v. Installation postal/zip code
vi. Full installation address
vii. Name of installation company

8. Warranty Claim Process

It is the duty of the Installer to contact Fox in the event of a fault with the following information.

Name of the Installer:
Product Model No:
Fault Code:
Fault Details:
Contact Details:

Fox may ask for additional details depending on the fault conditions. Fox will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox within a maximum of thirty (30) days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 5.

If an allegedly faulty Product is returned to Fox pursuant to this Policy, and is found by Fox to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Fox will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.
Note: Any Product replacement has to be approved by Fox in all cases. Any replacement of the Product issued without the consent of Fox will invalidate an associated claim.

9. Further Rights at Law

In addition to the warranty provided by Fox, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Fox comes with guarantees that cannot be excluded under Europe consumer law.

Contact Information
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