



Warranty Card

Esteemed Felicitysolar agents/distributors/customers:

In order to enjoy our after-sales service better, please read this document carefully. This warranty card includes all defects of design, components and manufacturing. Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

Warranty Condition

If a device becomes defective under reasonable situation during the agreed Felicitysolar warranty period, the after-service will be operated in the following ways.

- repaired by Felicitysolar
- repaired in local maintenance center
- exchanged for a replacement device of equivalent value according to model and age.
- In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device.
- In this case, you won't receive a new certificate since your entitlement is documented in Felicitysolar.

Warranty claim procedure

- Please contact Felicitysolar after-sales service team or sales when there is any problem with the product. Please don't open or try to repair the product without our permission even if with spare parts, no matter you are agents, distributors or end users. If you have damaged the warranty seal, the warranty will be invalid.
- Please report the defective device to your supplier with warranty card and pre commissioning completed. Supplier is required to send the warranty claim form to Felicitysolar or Authorized service partner with all the necessary information.
- Customers must present warranty card, or purchasing& Installation invoice, or SN, or other related materials as well if required.
- Please note felicity reserve the ultimate explanation right on this warranty card.



Warranty Card

Please fill in the required information below&Pre Commissioning Report when your device installation was completed, scan and send it to your supplier or email your supplier with all the information, also save this card by yourself. please share this card to felicitysolar service engineer when your device is defective.

End User Information			
Customer name:		Address:	
Product/Model:		Email:	
Product Information			
Product Model:		Serial No.(S/N):	
Purchase date:		Dealer/Installer:	
Commissioning data			