WeVolt Product Warranty Policy

Inverter Warranty: 3–Year Replacement & 2–Year Repair

Battery Warranty: 10–Year Warranty



1. Warranty Overview:
Thank you for choosing WeVolt Renewable Energy products.

WeVolt is committed to providing reliable, long–lasting renewable energy products designed for practical off–grid and energy storage applications. This Warranty Policy explains the warranty coverage, replacement and repair terms, exclusions, and claim process for WeVolt inverters and batteries.

This warranty applies to products purchased directly from WeVolt or through authorized WeVolt sales channels.

Last Update:
2026/03/06

Customer Support:
Support@wevolt.global

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2. Warranty Period

2.1 WeVolt Inverter Warranty

WeVolt inverters are covered by a 5–year warranty, consisting of:

First 3 Years: Replacement Warranty

For eligible product failures caused by manufacturing defects, component defects, or confirmed quality issues under normal use, WeVolt will provide a replacement unit or equivalent solution.

Years 4—5: Repair Warranty

From the 4th year to the end of the 5th year, eligible product failures caused by manufacturing defects or component defects will be covered under a repair warranty.

During this period, WeVolt may provide repair service, replacement parts, remote troubleshooting, or other reasonable after–sales solutions depending on the nature of the issue.

2.2 WeVolt Battery Warranty

WeVolt batteries are covered by a 10–year limited warranty.

This warranty covers eligible defects in materials, workmanship, battery cells, BMS, and internal components under normal installation, usage, and operating conditions.

Battery warranty coverage is subject to proper installation, correct communication settings, suitable operating environment, and usage within the product’s rated specifications.

3. Warranty Start Date

The warranty period begins from the date of purchase shown on the official invoice, order confirmation, or sales record.

If the customer cannot provide valid proof of purchase, WeVolt may determine the warranty start date based on the product serial number, production date, shipping record, or other available records.

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4. What Is Covered Under Warranty

This warranty covers product failures caused by defects in materials, workmanship, design, or manufacturing under normal use.

Covered situations may include, but are not limited to:

4.1 Inverter Coverage

The inverter warranty covers:

- Failure to power on under normal installation and operating conditions
- Internal component failure caused by manufacturing defects
- Abnormal output caused by confirmed hardware defects
- Charging or discharging failure caused by inverter–side defects
- Communication failure caused by confirmed inverter hardware or software defects
- Fan, relay, PCB, display, or internal module failure caused by product defects
- Firmware or protocol issues that require remote update or technical support

4.2 Battery Coverage

The battery warranty covers:

- Battery cell failure caused by manufacturing defects
- BMS failure under normal operating conditions
- Abnormal capacity loss beyond normal degradation, subject to verification
- Communication failure caused by confirmed battery–side hardware or software defects
- Internal wiring or module failure caused by manufacturing defects
- Charging or discharging failure caused by confirmed product defects

5. Replacement, Repair, and Technical Support

5.1 Replacement Warranty for Inverters

During the first 3 years, if a WeVolt inverter is confirmed to have a warranty–covered failure, WeVolt provides one of the following solutions:

- Replacement with the same model
- Replacement with an equivalent or upgraded model if the original model is unavailable
- Replacement of the defective component or module
- Other reasonable solution agreed between WeVolt and the customer

A replacement product may be new or service–certified, depending on stock availability and the nature of the case. Any replacement product will continue to be covered under the remaining warranty period of the original product.

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5.2 Repair Warranty for Inverters

During years 4—5, if a WeVolt inverter is confirmed to have a warranty–covered failure, WeVolt may provide:

- Remote troubleshooting
- Firmware upgrade or protocol update
- Replacement parts
- Repair service
- Technical guidance for inspection or repair
- Other reasonable repair–based solution

The repair method will be determined by WeVolt based on the diagnosis result.

5.3 Battery Warranty Solution

For eligible battery warranty claims within the 10–year warranty period, WeVolt may provide one of the following solutions:

- Remote diagnosis and technical support
- BMS firmware update or communication protocol update
- Replacement of defective parts or modules
- Repair service
- Replacement battery or equivalent solution, when repair is not reasonable or practical

The final solution will depend on the defect type, product condition, warranty status, safety evaluation, and technical diagnosis.

6. Conditions Not Covered by Warranty

This warranty does not cover damage, failure, loss, or performance issues caused by misuse, improper installation, abnormal operating conditions, unauthorized modification, or external factors.

The following situations are not covered under warranty:

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6.1 Improper Installation or Wiring

Warranty does not cover damage caused by:

- Incorrect wiring
- Reverse polarity connection
- Wrong battery voltage connection
- Incorrect AC input or output wiring
- Incorrect PV input wiring
- Loose terminals or poor cable contact
- Incorrect communication cable pinout
- Installation not following the user manual or safety requirements
- Use of unsuitable cables, breakers, fuses, connectors, or protection devices

6.2 Operation Outside Product Specifications

Warranty does not cover damage caused by using the product outside its rated specifications, including:

- Overload beyond rated power
- Surge load beyond the product’s permitted surge capacity
- Overvoltage or undervoltage
- PV input voltage or current exceeding product limits
- Battery voltage outside supported range
- Excessive charge or discharge current
- Operation in unsuitable temperature, humidity, or ventilation conditions
- Continuous use under extreme environmental stress

6.3 External Damage or Accidents

Warranty does not cover damage caused by:

- Fire, flood, lightning, earthquake, storm, or other natural disasters
- Power surges from grid, generator, or external systems
- Physical impact, dropping, crushing, or transportation damage after delivery
- Water ingress beyond the product’s protection rating
- Dust, insects, corrosion, or foreign objects caused by improper installation environment
- Rodent, insect, or animal damage
- Theft, vandalism, or intentional damage

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6.4 Unauthorized Modification or Repair

Warranty does not cover products that have been:

- Opened, modified, or repaired without authorization from WeVolt
- Modified with non–original parts
- Altered in hardware, wiring, firmware, or safety structure
- Used with unauthorized third–party accessories that cause damage
- Reworked by unauthorized service providers

6.5 Incorrect System Matching or Compatibility Issues

Warranty does not cover issues caused by unsuitable system design or incompatible third–party equipment, including:

- Use with batteries, inverters, chargers, generators, or accessories that are not electrically compatible
- Incorrect battery communication protocol setting
- Third–party battery communication failure caused by outdated, discontinued, modified, or non–standard protocols
- Failure caused by using unsupported or incorrectly configured BMS communication cables
- System design errors, including insufficient battery capacity, unsuitable PV array design, or incorrect load calculation

However, WeVolt will provide reasonable technical support where possible, including remote troubleshooting, guidance, protocol verification, or firmware update when applicable.

6.6 Normal Wear, Aging, and Consumable Parts

Warranty does not cover:

- Normal cosmetic wear
- Scratches, marks, discoloration, or minor casing deformation that does not affect function
- Normal fan wear over time
- Normal relay sound or fan noise within design limits
- Normal battery capacity degradation within expected industry range
- Performance reduction caused by natural aging, high cycle usage, or long–term environmental exposure

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6.7 Battery–Specific Exclusions

The battery warranty does not cover damage or degradation caused by:

- Deep discharge caused by improper storage or long–term non–use
- Leaving the battery at extremely low state of charge for an extended period
- Charging or discharging outside the specified temperature range
- Using the battery without proper BMS communication or protection settings
- Parallel or series connection not approved by WeVolt
- Mixing with incompatible batteries, old batteries, damaged batteries, or batteries from other brands without approval
- Use in applications beyond the intended product purpose
- Failure to follow storage, maintenance, and installation instructions

7. Warranty Claim Process

To ensure an efficient warranty process, customers should follow the steps below.

Step 1: Contact WeVolt Support

Customers should contact WeVolt or the authorized seller with the following information:

- Customer name
- Order number or invoice
- Product model
- Serial number
- Purchase date
- Description of the issue
- Photos or videos showing the issue
- Installation photos, including wiring, breakers, PV input, battery connection, and communication cable
- Error codes, alarm records, app screenshots, or system logs if available

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Step 3: Warranty Evaluation

After diagnosis, WeVolt will determine whether the issue is covered under warranty.

The evaluation will consider:

- Product warranty status
- Product serial number and purchase record
- Installation and usage conditions
- Error codes and failure behavior
- Photos, videos, and system data
- Whether the product was used within rated specifications
- Whether the damage was caused by product defect or external factors

Step 4: Warranty Solution

If the issue is confirmed to be covered under warranty, WeVolt will provide an appropriate solution, which may include:

- Remote firmware update
- Protocol update
- Replacement parts
- Repair guidance
- Product repair
- Product replacement
- Equivalent after-sales solution

The final solution will be determined by WeVolt based on technical feasibility, product condition, local service availability, and warranty terms.

Step 5: Return or Replacement Arrangement

If the product needs to be returned, repaired, or replaced, WeVolt will provide return instructions. Customers should not return any product without prior authorization from WeVolt.

For approved warranty cases, WeVolt will clarify:

- The return address, if applicable
- Required packaging method
- Shipping responsibility
- Replacement or repair timeline
- Any additional documents required

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8. Shipping Cost Responsibility

For confirmed warranty–covered issues, WeVolt will provide reasonable support for repair or replacement logistics. Shipping cost responsibility may depend on the location, sales channel, warranty stage, and nature of the issue. In general:

- If the issue is confirmed to be caused by a WeVolt product defect, WeVolt will support the warranty solution according to this policy.
- If the issue is caused by incorrect installation, misuse, external damage, incompatible equipment, or non–warranty conditions, the customer may be responsible for inspection, repair, replacement, and shipping costs.
- If a returned product is inspected and found to have no defect, or the issue is not covered by warranty, WeVolt may charge reasonable inspection, repair, return shipping, or handling costs.

9. Proof of Purchase and Serial Number

A valid proof of purchase is required for warranty service. The customer should keep:

- Invoice
- Order confirmation
- Payment record
- Product serial number
- Warranty card, if provided
- Communication records with WeVolt or authorized sellers

The product serial number must be clear and unaltered. Products with removed, damaged, falsified, or unreadable serial numbers may not be eligible for warranty service.

10. Product Use Requirements

To maintain warranty eligibility, customers must:

- Install and operate the product according to the user manual
- Use qualified cables, breakers, fuses, and protection devices
- Ensure proper ventilation and installation environment
- Keep the product within rated voltage, current, temperature, and humidity limits
- Use compatible batteries, PV arrays, generators, and loads
- Follow WeVolt’s technical guidance during troubleshooting
- Avoid unauthorized repair, modification, or disassembly

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11. Limitation of Liability

WeVolt's responsibility under this warranty is limited to repair, replacement, technical support, or other warranty solutions determined by WeVolt.

To the maximum extent permitted by applicable law, WeVolt shall not be liable for:

- Loss of profit
- Loss of income
- Loss of business opportunity
- Loss of electricity generation
- Loss of data
- System downtime
- Indirect or consequential losses
- Damage to third-party equipment caused by incorrect installation, misuse, or external factors

This warranty does not replace any mandatory legal rights that customers may have under applicable local consumer protection laws.

12. Important Notes

- Warranty service must be approved by WeVolt before any repair, return, or replacement is arranged.
- WeVolt reserves the right to determine whether a product should be repaired, replaced, or otherwise supported.
- Replacement products or parts do not restart the original warranty period unless required by applicable law.
- The warranty applies only to the original purchased product and may not be transferable unless approved by WeVolt.
- Software updates, protocol updates, or compatibility support may be provided when technically feasible but do not guarantee compatibility with every third-party device on the market.

13. Contact for Warranty Support

For warranty support, please contact WeVolt customer service or your authorized WeVolt seller.

When contacting us, please provide your order information, product model, serial number, and a clear description of the issue so that we can assist you as efficiently as possible.