

Warranty

ALL EPEVER products, including solar charge controllers (XTRA2210N, XTRA3210N, XTRA4210N, Tracer6420AN, LS2024120LPLI, VS3024AU, LS1024EU, LS1024B), inverter (IP2000-21 MNN, IP2000-21 MUC) and inverter charger UP3000-HM8041(RTU) come with a warranty for a period of 2 years

EPEVER products are supported by a worldwide sales and distribution network.

- **Claim procedure:**

Before requesting warranty service, check the Operation Manual to be certain that there is a problem with the controller and inverter. Contact our local distributor in Mexico (Exel Solar SAPI de CV) to request and RMA (Return Merchandise Authorization) while providing proof of date and place of purchase, as well as model number, serial number, detailed explanation for the failure, the module type and size, type of batteries and system loads. To obtain rapid service under this warranty, the returned products must include this information which is critical to a rapid disposition of your warranty claim.

- **This warranty does not apply under the following conditions:**

1. Damage by accident, negligence, abuse or improper use.
2. PV or load current exceeding the ratings of product.
3. Unauthorized product modification or attempted repair
4. Damaged occurring during shipment.
5. Damage results from acts of nature such as lightning, weather extremes
6. Irreclaimable mechanical damage.

Date: 2021.9.29

HUIZHOU EPEVER TECHNOLOGY CO., LTD

For and on behalf of
HUIZHOU EPEVER TECHNOLOGY CO., LTD.
Samuel Sun
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Authorised Signature(s)

