Warranty Compensation Policy

In accordance with the ESY SUNHOME Warranty Policy, if a defect or malfunction occurs within the warranty period, and the product has been stored, installed, and used in compliance with the warranty guidelines, Energia Casa must inform ESY SUNHOME of the situation. This can be done by directly contacting the sales or after-sales personnel, or by emailing support@esysunhome.com.

After ESY SUNHOME evaluates and confirms the need for equipment replacement, Energia Casa will be responsible for handling the replacement of the equipment. Within 30 days of the replacement, ESY SUNHOME will provide a one-time compensation fee of 100 Euros per replaced system to Energia Casa.