

§1. Guarantor

1. The guarantor is Shanghai Sluxer Energy Co., Ltd., and its obligations in the territory of the Republic of Poland are performed by Sluxer Polska Sp. z o.o.
2. The warranty applies to products from the Home series 14/16/28/32

§2. Validity period

1. The warranty is valid for 10 years from the date of sale of the product, but not longer than 126 months from the date of manufacture of the device.
2. The device must be installed within 3 months from the date of purchase.

§3. Warranty scope

1. The warranty covers the maintenance of at least 70% of the nominal capacity of the device for the warranty period or until 3650 charge and discharge cycles (operating range 10%–100%), whichever comes first.
2. The warranty is valid only if the detailed installation, operation and maintenance conditions specified in the installation and use instructions are observed.

§4. Diagnostics and communication

1. The buyer is obliged to enable diagnostics of the device, including:
 - to ensure communication connection with the equipment
 - to perform a remote test at the guarantor's request.
2. Based on the diagnostic results, the guarantor decides to:
 - about sending the device for service,
 - about sending a service technician to the customer,
 - or remote solution to the problem.

§5. Refund of part of the price

1. If repair or replacement of the device is not possible, the guarantor may refund part of the purchase price.
2. The refund amount is calculated on the basis of:
 - about the current price of the product in the Sluxer offer,
 - or the price of a product with no worse parameters, but not higher than the list price valid on the day of purchase.
3. The refund amount is 10% of the lowest price determined according to the principles described in point 2 for each year remaining until the end of the warranty.

§6. Product registration

1. In order to fully benefit from the warranty, product registration is mandatory.
2. Registration must be completed within 30 days from the date of installation on the manufacturer's website or by sending an application by post.

§7. Installation condition

1. The device must be installed by a person with appropriate qualifications and in accordance with the installation instructions.
2. The fact of installation must be confirmed in the warranty card.
3. If the installation is carried out by a person without the appropriate qualifications or in a manner inconsistent with the instructions, the warranty may be considered invalid.

§8. Capacity verification

1. The control capacity measurement is performed at an ambient temperature and inside the device in the range of 20°C–30°C.
2. The measurement results constitute the basis for consideration of a warranty claim.

§9. Warranty Disclaimers

The warranty does not cover faults resulting from:

1. Improper transportation, storage or assembly.
2. Installation by a person without appropriate qualifications or not in accordance with the installation instructions.
3. Unauthorized modifications, repairs or interference by unauthorized persons.
4. Operation contrary to the instructions for use or in conditions other than those recommended by the manufacturer.
5. Use of incompatible inverters, rectifiers or other parts.
6. Voltage surges, overvoltages, lightning strikes, floods, fires, mechanical impacts, inundation, accidental damage.
7. Complete discharge of the battery as a result of neglecting the operating rules described in the instructions..

§10. Filing a complaint

1. Complaints should be submitted in the first instance to the seller from whom the product was purchased.
2. The application should include:
 - proof of purchase,
 - device serial number,
 - detailed description of the fault.

§11. Final provisions

1. This guarantee does not limit the consumer's rights arising from the warranty..
2. In matters not regulated by this document, the provisions of the Civil Code shall apply..
3. The warranty document is valid only with the signature of the installer and proof of purchase..