



## WARRANTY CONDITIONS - POLAND

The terms and conditions of the following warranty are provided by FoxESS Co., Ltd and FoxESS Polska apply to purchases made exclusively through companies in the Keno Sp z o.o. group, and on the territory of the EU countries in which KENO Group companies operate.

### 1. Warranty scope

FoxESS provides the following limited and extended warranty for inverters, hybrid inverters, ALL-in- One systems, charge controllers and safety switches (hereinafter referred to as Product(s) unless otherwise expressly stated) manufactured / supplied by FoxESS. FoxESS, in its sole discretion, has the right to refuse to replace your device if you violate the terms of the Policy. This FoxESS Warranty Policy (the "Policy") applies to all countries in which the product is sold through the Keno group and FoxESS Poland. The products covered by this Policy are: S Series, F Series, T Series, Hybrid, AC Series, AIO Series, S-Box

#### Important:

Please note that this warranty policy covers FoxESS products as defined herein. If batteries are supplied separately with the FoxESS inverter or charger, refer to the appropriate warranty policy. This warranty is limited to FoxESS products only and does not cover any external or ancillary parts not supplied by FoxESS. Any additional parts or auxiliary equipment supplied by FoxESS may be covered by a separate warranty policy.

This Policy does not constitute a warranty of product durability or cover any product features.

This Policy is limited only to the pages listed in Section 2.

### 2. Pages

This Policy is intended only for the original purchaser of the product from FoxESS (Purchaser), where Purchaser is a distributor, solar dealer or accredited electrician (installer) who supplies the product to another party or end user where the product is installed.

### 3. Warranty Period and Warranty Extension

The policy provides warranty protection as described below:

#### Standard warranty

##### For T series, F series, S series, hybrid series, AC series:

The Product will be free from defects in material and workmanship for a period of one hundred forty-four (144) months from the date of installation, but not more than one hundred fifty (150) months from the date of manufacture of the Product (whichever occurs first). Registration of the Product to receive individual confirmation of the warranty period (see Section 7) must be completed through the FoxESS website before the expiration of thirty-six (36) months from the date of manufacture of the Product.

##### For AIO Series:

The Product will be free from defects in material and workmanship for a period of sixty (60) months from the date of installation, but not more than sixty-five (65) months from the date of manufacture of the Product (whichever occurs first). Registration of the Product to receive individual confirmation of the warranty period (see Section 7) must be completed through the FoxESS website before the expiration of thirty-six (36) months from the date of manufacture of the Product.

##### For S-Box and S-Box Plus series:

The Product will be free from defects in material and workmanship for a period of eighty-four (84) months from the date of installation, but not more than ninety (90) months from the date of manufacture of the Product (whichever comes first).

##### For communication modules - WIFI, LAN, GPRS:

The Product will be free from defects in material and workmanship for a period of twenty-four (24) months from the date of installation, but not more than thirty (30) months from the date of manufacture of the Product (whichever occurs first).



#### **FoxESSPro (extended warranty )**

For a full warranty beyond the standard warranty period, the Product may qualify for a warranty extension (FoxESSPro Warranty ) for a maximum total period of two hundred forty (240) months (for T-Series, F-Series, S-Series, Hybrid Series, AC Series only). The FoxESSPro Warranty Extension is available for purchase up to thirty-six (36) months from the date of Product launch. A price list for obtaining and procedure for obtaining the FoxESSPro warranty can be found in ANNEX #1 to this warranty policy.

In connection with the replacement of a product, the unexpired warranty is transferred to the replacement product for both the standard warranty and the extended warranty (FoxESSPro).

#### **4. Rules for qualifying claims**

The only persons authorized to exercise the warranty under this contact are the Installer, Distributor and authorized FoxESS personnel or those designated by FoxESS. If the Installer/Distributor has gone out of business or declared bankruptcy, the End User/Installer, at its option and expense, may appoint a Local Installer to perform the functions of the original Installer. Payment of a lump sum for device replacement service shall be in accordance with Sections 5 and 6 of this Policy.

#### **5. Limited liability**

For damages related to the causes listed below, no warranty claims will be recognized or accepted. Claims for defects caused by the following factors are not covered by FoxESS' warranty obligations:

- i. Inadequate ventilation and circulation resulting in minimized cooling and natural airflow;
- ii. Improper installation of the Products and/or installation performed by an unauthorized Installer;
- iii. Improper or incompatible use, installation, commissioning, configuration or operation;
- iv. Improper wiring of the Product causing failure or damage to the Product or its parts;
- v. Improper use or misuse of the Product(s) by the Installer or End User, such as damage resulting from dropping the Product during installation;
- vi. Use of improper connectors, e.g. if the Installer installed the Product with a different brand and/or model of connectors other than those supplied with the Product;
- vii. Damage to the Product(s) that originates from other parts of the system;
- viii. Intentional damage or destruction of serial numbers, or warranty seals,
- ix. Force Majeure (damage caused by storm, lightning, surge, fire, discharge, flood, etc.)
- x. Damage caused during improper transportation of the Product(s);
- xi. Defects that do not adversely affect the proper operation of the product(s), e.g., cosmetic problems, wear and tear;
- xii. Unauthorized repair and reinstallation of the Product(s);
- xiii. If the Installer has not followed the complaint procedure described in Section 9 and/or adequate evidence of the fault and/or on-site testing has not been provided to FoxESS;
- xiv. Failure to follow safety rules and/or operating instructions with respect to the instructions for use of the Product(s).

In the event authorized FoxESS personnel verify that a claim is valid and the Product is defective due to defects in material and workmanship, FoxESS shall provide:

- on-site product repair, either remotely or at a designated FoxESS office or service center;
- delivery of the nearest Product from its current product range to replace the defective or damaged Product.

The replacement product(s) may vary in specification and size within the parameters deemed reasonable by FoxESS. FoxESS can replace parts with refurbished parts.

#### **6. Exclusions:**

This Policy does not cover components that were not initially sold by FoxESS as part of the system. This also includes system components provided by the end user or installer, which may be the same manufacturer and/or model as those provided by FoxESS.



## 7. Registration

It is recommended that all Products be registered to qualify under the terms of this Policy. Warranties should be recorded within thirty-six (36) months of installation, but are recommended to be recorded no later than six (6) weeks after successful installation and commissioning of the Product, if possible. The information required at the time of registration through the FoxESS website is as follows:

- i. Product model
- ii. Product serial number
- iii. Installation date
- iv. Customer Name
- v. Postal/postal code of the installation
- vi. Full installation address
- vii. Name of installation company

## 8. Claim process

It is the responsibility of the installer to contact FoxESS in the event of a fault and provide the following information.

Installer Name:

Product model number:

Error code:

Error details:

Contact details:

FoxESS may request additional details depending on the fault conditions. FoxESS will test the product and may recommend that the installer take pictures for verification purposes. The installer is required to submit the RMA form along with evidence and any additional information requested by FoxESS. Upon receipt of the form, a unique claim number is issued which will be used to track the progress of the claim. FoxESS is committed to accepting and shipping the Product within 2 business days subject to stock availability. Upon completion of the replacement, Installer shall arrange to ship the defective product to FoxESS within a maximum of seven (7) days of receipt of the replacement. Failure to meet this condition will result in loss of eligibility for the service lump sum under Section 5.

If an allegedly defective Product is returned to FoxESS in accordance with this Policy and is found by FoxESS to be free of defects that would qualify it for replacement under this Policy or because of limited liability under Section 6, FoxESS - inspection fee rates for each Product and/or will seek to recover the full cost of the replacement product.

Note: Any replacement of a Product must in all cases be approved by FoxESS. Any replacement of the Product made without FoxESS' consent will invalidate the related claim.

## 9. Further rights

In addition to the warranty provided by FoxESS, the end user / Installer has statutory rights which are not limited or superseded by this warranty. Products supplied by FoxESS are covered by warranty that cannot be excluded under consumer law in the country / territory where the product is installed.

### Contact information

FoxESSess Polska Sp. z o. o

[serwis@fox-ess.pro](mailto:serwis@fox-ess.pro)



INVERTERS&BATTERIES  
WARRANTY POLICY

VERSION 1.9 - 01/07/2021

Price list for warranty extension

ANNEX NO. 1

FoxESS provides to Polish customers 12 years standard warranty , price list of warranty extension below,

Series	12 +3 years	12 + 8 years
S	€ 95	€ 165
F	€ 115	€ 215
T	€ 210	€ 315

Procedure

1. Send e-mail to contact address of authorized FoxESS partner in Poland (list of partners available at [www.fox-ess.pro](http://www.fox-ess.pro)) to receive proforma invoice.
2. Send payment according to the proforma invoice.
3. Upon payment, FoxESS will provide a warranty extension code.
4. Customers register online to receive a new warranty certificate.

FoxESS Co; Ltd  
FOXESS CO.,LTD.

FoxESS Polska

Tomasz Walczyk

PRESIDENT OF THE MANAGEMENT BOARD

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