

Replacement Compensation

Policy Overview

In cases where installers need to replace equipment on-site due to device malfunctions, functionality issues, or other reasons, the manufacturer will provide compensation.

Compensation standards

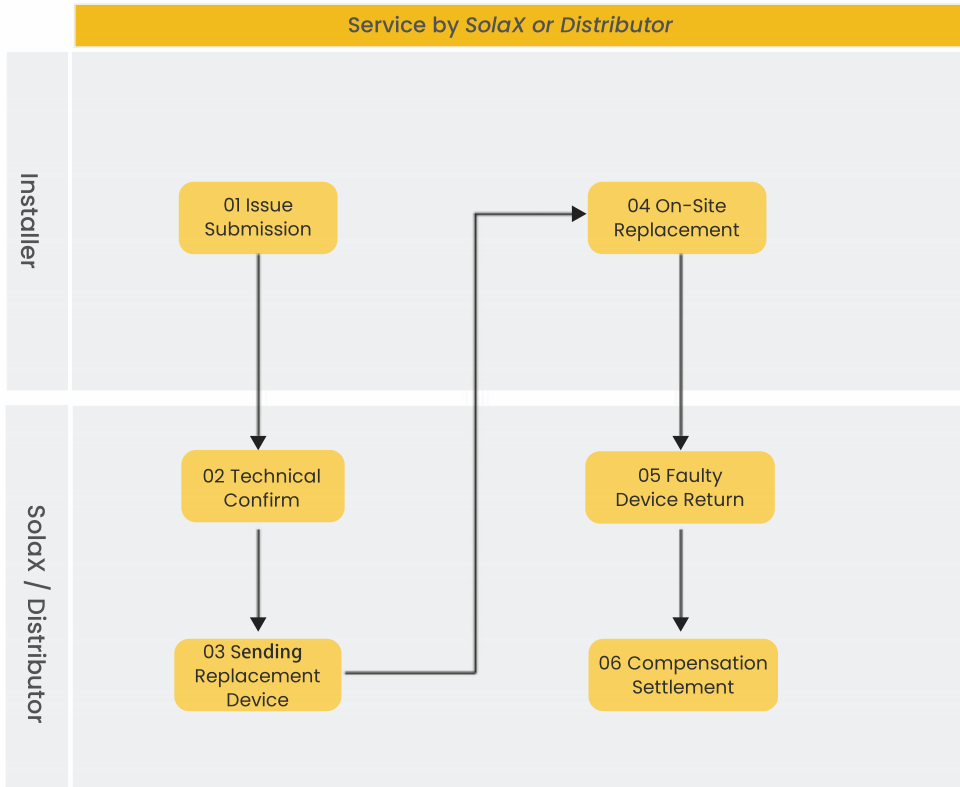
Service Region	Countries of Regions	Handling charge per product	
		Nominal power $\leq 50\text{kW}$. Batteries* and EV Chargers	Nominal power $> 50\text{ kW}$ Batteries (T-BAT-SYS-HV-5.8)
A Region	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Norway, Netherlands, Sweden, UK, Switzerland, Estonia, Spain, Lithuania, Latvia, Romania, Bulgaria, Czech Republic	€120 / £120	€150 / £150
B Region	Coatia, Cyprus, Greece, Hungary, Malta, Poland, Portugal, Slovakia, Slovenia, Ukraine, Morocco, Tunisia, Algeriam, Turkey	€85	€110

For countries within **Region A**, an additional **€30 / £30** compensation will be provided for each device replacement exceeding one unit in a single transaction. For countries within **Region B**, an additional **€10** compensation will be provided for each device replacement exceeding one unit in a single transaction.

Batteries*: Eligible battery types for this compensation include Triple Power 3.0 Battery, T-BAT-SYS-HV-5.0, T-BAT-SYS-HV-S2.5/3.6, T-BAT-SYS-HV-R2.5/3.6, T-BAT-SYS-LV R25/36, T-BAT-SYS-LV D53, T-BAT-SYS-LV D150, TB-HR40, TSYS-HS5L, and HS50E.

Products excluded from compensation: Single CT, Datahub, Meter, Pocket, and Cloud configuration products are not included in the compensation scope.

Replacement & Compensation Process



Service Process

- 1. Issue Submission:** Submit a device issue raise to the SolaX technical team through specified channels (such as a dedicated after-sales feedback system or designated email). The report should include a detailed description of the issue, along with supporting evidence such as photos or videos.
- 2. Technical Confirm:** Upon receiving the issue raise, the SolaX technical team will analyze and assess the problem. If it is determined that a device replacement is necessary, they will notify the relevant personnel and initiate the replacement process. During this stage, the technical team may communicate further with on-site personnel to gather more information.

Gold and Platinum installers can initiate equipment replacement through the fast track process, where Solax provides priority handling or expedited services to ensure that the equipment is quickly replaced or repaired, avoiding long waiting times or delays.

- ▶ **3. Sending Replacement Device:** After the authorization is issued, a replacement device (whether new, refurbished, or repaired) is selected, tested, and prepared for shipping. The device is then dispatched from the warehouse or service center to the customer or installer, with shipping details, tracking information, and expected delivery times provided to the customer.
- ▶ **4. On-Site Replacement:** The installer performs the on-site replacement, swapping the faulty component with a new or refurbished part.
- ▶ **5. Faulty Device Return:** Within the specified time, properly package the faulty device and return it to the designated address of Solax using the specified logistics method. Ensure that the device is protected during transport to prevent further damage, and keep the logistics receipt.
- ▶ **6. Compensation Settlement:** After Solax receives and confirms the faulty equipment, the compensation process will be initiated. The compensation amount will be transferred to the specified account. During this period, you can track the compensation progress through the query system or contact customer service to ensure timely receipt of the compensation funds.



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