



Foshan Snadi Energy Electrical Technology Co.,Ltd.

Warranty Terms and Conditions

WARRANTY PERIOD

The standard warranty period for portable solar systems - RCT is 12 months (1 year) for electrical components and 6 months for the Gel Battery from the date of purchase. The end customer needs to provide the valid purchasing invoice to verify the date of purchase.

WARRANTY CONDITIONS

In case of a faulty portable solar system during the agreed warranty period, please report defective modules with a brief error description to our service department for registering and send your warranty card to our service department by email to process the warranty claim. To make a claim under the warranty periods, you need provide

- ★Warranty with dealer's valid certificate-Purchasing Invoice
- ★Warranty by the serial number of the machine
- ★Error messages on the LCD screen (if available) and additional information about the fault/error.
- ★Documentation of previous claims/exchanges (if applicable).

If the solar system is faulty while it is under warranty period, it will be:

- ✓ Repaired by seller, or
- ✓ Exchanged with a refurbished one.

All in-warranty services are free of charge only if the action is agreed with Snadi suppliers in advance.

Exclusion of Warranty

Damage caused by any following activities are not covered by the warranty:

- ★Charge the device at least 8 hours before using it for the first time
- ★After each use must be fully charged before reuse
- ★Do not continue using the unit when system is giving low voltage alarm
- ★If there no solar or Utility power charge battery,the battery breaker has to be turned off when the inverter does not need to use
- ★If the unit won't be used for a long time, the device must be fully charged every 3 months
- ★Artificial fault caused by incorrect installation or modification
- ★Products beyond the warranty period
- ★Products whose production serial number has been changed or lost
- ★Damage or loss caused by irresistible external causes
- ★Unauthorized dismantling or modification
- ★Violation of machine operation / use regulations
- ★Deep discharge of battery or Artificial damage
- ★Operating in very harsh environments beyond those described in this manual

In case of product failure caused by the above conditions, the customer requires maintenance service. After being judged by the service department of our company, paid maintenance service can be provided.

Note: The above content is subject to change without prior notice, our company reserves the right of final interpretation!

Fault Handling

Warning: there is high voltage inside the machine! Do not open it or try to repair it by yourself, so as to avoid the risk of electric shock!

Fault phenomenon	Possible causes	Solutions
Main supply from time to time	The resettable safety seat forced out	Repress the forced position
Machine load time reduced	Insufficient battery charge	Make sure the battery is fully charged
	Machine connection overload	Remove non-critical loads
Contact your customer service The battery is aging and cannot be fully representative for battery charged replacement components		
Device cannot be turned on	Poor contact of mains input line or battery connection line	Check and reconnect
Automatic machine		
Low battery alarm when starting	Overload	Make sure the battery is fully charged Remove non-critical loads
The buzzer goes 4		Check whether the mains input is disconnected or the muffler is turned on Press funct button for 1 second (muffler is turned on)
Fast rotation when the internal temperature is higher than 45 degrees and slow rotation when the normal phenomenon and slow temperature is lower than 42 degrees		

Fault code description and Solutions

Error code	Faulty	Solution
E01	Over current of MOSFETS board	Kindly contact sales if still having this issue after restarting
E02	Output short circuit	Check whether it's overloaded seriously or short circuit inside appliances loaded
E03	Appliance Overloaded	Check whether it's overloaded, and remove some loads not important
E04	Inner Over-temperature	Check whether fan is working well or the air dust for cooling be blocked
E05	Over voltage of battery	Check whether battery connection and configuration correct
E06	Battery's voltage is lower than shutdown voltage	Make sure battery be fully charged, or replace new battery
E07	Reverse connected cables between transformer with heat sink on power board	Fix the two cables after they are interchanged
E08	Start Protection when low output voltage	Kindly contact sales if still having this issue after restarting
E09	Reserved	-----
E10	Under voltage of battery	Check the system voltage of inverter and use same data for the battery pack.