

FelicitySolar Warranty Policy

Revision History

Version	Revision Date	Revision Description
1.0	03/15/2024	/
2.0	04/03/2024	The definition of the all-in-one machine warranty has been added
3.0	04/23/2024	Some product warranty descriptions have been added
4.0	06/05/2024	The warranty description for off-grid inverters has been added
5.0	10/06/2025	The statement regarding the warranty conditions for the new product line has been added

CATALOGUE

1. APPLICABLE PRODUCT TYPE	1
2. PRODUCT WARRANTY	1
2.1. Warranty Start Date Definition	1
2.2. Period of Warranty	3
3. WARRANTY CONDITION	4
4. HOW TO CLAIM	4
5. EXCLUSIONS	4
6. CONTECT INFORMATION	5

1. APPLICABLE PRODUCT TYPE

Lithium Battery	FLB Series
	FLA-EU 48V Series
	FLS Series
	FLH Series
	FLA24V,48V Series
	LPBA Series
	FLA12V Series
	LPBF Series
Lead-acid Battery	OPZV Series
	GEL Series
	GE Series
Hybrid Inverter	IVGM Series
Off-grid Inverter	IVAM series
	IVBM series
	IVEM Series
	IVEM-LV Series
	IVCM Series
	IVCM-LV Series
	IVCM PRO Series
	IVPA Series
	IVPM Series
All in One	AI100-5048/8048
Controller	SCCM Series
Micro Inverter	X-RAY-BDM 2250W

2. PRODUCT WARRANTY

2.1. Warranty Start Date Definition

2.1.1. Lithium Battery

- For the Lithium Battery(FLB Series ; FLA-EU 48V Series ; FLS Series ; FLH Series ; LPBA Series ;) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **10 years** from the date of installation and no more than **10 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;
- For the Lithium Battery(FLA24V,48V Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **7 years** from the date of installation and no more than **7 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;
- For the Lithium Battery(FLA12V Series ; LPBF Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **5 years** from the date of installation and no more than **5 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;

2.1.2. Lead-acid Battery

- For the Lead-acid Battery(OPZV Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **3 years** from the date of installation and no more than **3 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;
- For the Lead-acid Battery(GEL Series ; GE Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **1 years** from the date of installation and no more than **1 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;

2.1.3. Inverter

- For the Hybrid Inverter(IVGM Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **10 years** from the date of installation and no more than **10 years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse;
- For the Off-grid Inverter(IVAM Series ; IVBM Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **5 years** from the date of installation and no more than **5 years and 3 months** from the delivery date from Felicity Solar factory or overseas warehouse.
- For the Off-grid Inverter(IVEM Series ; IVEM-LV Series ; IVCM Series ; IVCM-LV Series ; IVCM PRO Series ; IVPA Series ; IVPM Series ; IVPS Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **2 years** from the date of installation and no more than **2 years and 3 months** from the delivery date from Felicity Solar factory or overseas warehouse.

2.1.4. Others

- For All in One(AI100-5048/8048) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **5(battery) & 2(inverter) years** from the date of installation and no more than **5(battery) & 2(inverter) years and 3 months** from the delivery date from FelicitySolar factory or overseas warehouse.
- For the Controller(SCCM Series) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **2 years** from the date of installation and no more than **2 years and 3 months** from the delivery date from Felicity Solar factory or overseas warehouse.
- For the Micro Inverter(X-RAY-BDM2250W) with this warranty card you purchased, you receive a FelicitySolar warranty valid for **5 years** from the date of installation and no more than **5 years and 3 months** from the delivery date from Felicity Solar factory or overseas warehouse.

2.1.5. Product Warranty Overview Table

Product Type	Warranty
FLB Series ; FLA-EU 48V Series ; FLS Series ; FLH Series ; LPBA Series ; FLA48100UG1	10 years (7+3)
FLA24V,48V Series	7 years
FLA12V Series ; LPBF Series	5 years
OPZV Series	3 years
GEL Series ; GE Series	1 years
IVGM Series	10 years (5+5)
IVAM Series ; IVBM Series	5 years
IVEM Series ; IVEM-LV Series ; IVCN Series ; IVCN-LV Series ; IVCN PRO Series ; IVPA Series ; IVPM Series ; IVPS Series	2 years
AI100-5048/8048	5(battery) & 2(inverter) years
SCCM Series	2 years
X-RAY-BDM2250W	5 years

2.2. Period of Warranty

For the Lithium Battery(FLB Series ; FLA-EU 48V Series ; FLS Series; FLH Series ; LPBA Series ; FLA48100UG1) branded with the FelicitySolar logo, the following policies are applicable:

- In the **1st year**, if there is an issue with the battery cells, they will be directly replaced with new ones;
- From the **2nd to the 7th year**, the Battery will be repaired first, and if the repair is unsuccessful it will be replaced;
- From the **8th to the 10th year**, only free inspections are provided, excluding labor charges and parts fees.(In Nigeria, repair services during these three years are entirely **free of charge**.)

For the Lithium Battery(FLA24V,48V Series) branded with the FelicitySolar logo, the following warranty policy applies:

- In the **1st year**, if there is an issue with the battery cells, they will be directly replaced with new ones;
- From the **2nd to the 7th year**, the Battery will be repaired first, and if the repair is unsuccessful it will be replaced;
- In Nigeria,from the **8th to the 10th year**,repair services are entirely **free of charge**.

For the Lithium Battery(FLA12V Series ; LPBF Series) , the following warranty policy applies:

- Standard **5 years** warranty for all parts including labor charges;

For the Lead-acid Battery(OPZV Series) , the following warranty policy applies:

- Standard **3 years** warranty for all parts including labor charges;

For the batteries Lead-acid Battery(GEL Series ; GE Series), the following warranty policy applies:

- Standard **1 year** warranty for all parts including labor charges;

For the Hybrid Inverter(IVGM Series) , the following policies are applicable:

- Standard **5 years** warranty for all parts including labor charges;
- For the **additional five years**, only free inspections are provided, excluding labor charges and parts fees.

For the Off-grid Inverter(IVAM Series ; IVBM Series), the following policies are applicable:

- A **5 years** warranty covers all parts, including labor charges.

For the Off-grid Inverter(IVEM Series ; IVEM-LV Series ; IVCN Series ; IVCN-LV Series ; IVCN PRO Series ; IVPA Series ; IVPM Series ; IVPS Series), the following policies are applicable:

- A **2 years** warranty covers all parts, including labor charges.

For the All in One(AI100-5048/8048), the following policies are applicable:

- For the inverter, a standard **2 years** warranty for all parts.
- For the battery, a **5 years** warranty applies. Standard five-year warranty for all parts including labor charges;

For the Controller(SCCN Series) , the following policies are applicable:

- Standard **2 years** warranty for all parts including labor charges;

For the Micro Inverter(X-RAY-BDM2250W) , the following policies are applicable:

- Standard **5 years** warranty for all parts including labor charges;

3. WARRANTY CONDITION

If a device becomes defective during the agreed FelicitySolar warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by FelicitySolar:

- repaired by FelicitySolar, or
- repaired on local maintenance center, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at FelicitySolar.

4. HOW TO CLAIM

- Please report the defective device to your supplier with this warranty card and pre commissioning completed
- Supplier is required to send the warranty claim form to FelicitySolar or Authorized service partner with all the necessary information
- Customers must present this warranty card, purchasing & Installation invoice, and other related materials as well if required
- Please note felicity reserve the ultimate explanation right on this warranty card

5. EXCLUSIONS

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

- Breaking the product seal (opening the casing) without proper approval

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

6. CONTACT INFORMATION

Company Name: Guangzhou Felicity Solar Technology Co., Ltd.

Company Website: <https://www.felicitysolar.com/>

Email: felicitysupport@felicitysolar.com

