

1. Service terms & conditions

- (1) Product coverage: Including Deye solar air conditioner, Deye solar swimming pool heat pump, Deye solar water pump
- (2) Country and Region coverage: specialized country comply with the contract.
- (3) Warranty claim: in general, serial number(S/N) must be provided in order to claim warranty.
- (4) Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.
- (5) Warranty commitment validity: strictly according to the formal sales contract signed with Deye.

2. Deye service commitment

- (1) The service hotline is +86 (574) 6370 2560, offering general inquiry, technical support, etc.
- (2) Service email address: info@deyesolarhvac.com. Customers can contact Deye service representative directly as well.
- (3) Warranty period and service mode. We offer different service solutions for different product, see details on below table.

Category	Description/Rating	Warranty period	Service Mode	Remark
Solar HVAC	Wall Split	2 years whole unit	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement
	Cassette	3 years for compressor		
	Duct Heat pump	After arrival		
	Swimming Pool Heat Pump			
Solar Water Pump	Pumps	2 years After arrival	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement
	Controller	2 years After arrival	Customer replace, faulty units return to Deye	Deye arrange spare parts replacement

Solar HVAC concerned models:

DLMDWA1-ACDC-24KR2
DCaWMB1-ACDC-24KR2
DSPD1-ACDC-10R2
DSPD1-ACDC-13R2
DSPD1-ACDC-15R2
DWGA21-ACDCBLW-09KR2(EU)
DGWA21-ACDCBLW-12KR2(EU)
DGWA5-ACDCBLW-18KR2(EU)
DGWA6-ACDCBLW-24KR2(EU)
DW3B1-ACDC-27KR2
DAWF1-ACDC-04R3EP
DAWF1-ACDC-06R3EP
DAWG1-ACDC-08R3EP
DAWG1-ACDC-10R3EP
DAWG1-ACDC-12R3EP
DAWG1-ACDC-14R3EP
DAWG1-ACDC-16R3EP
DAWG1-ACDC2-12R3EP
DAWG1-ACDC2-14R3EP
DAWG1-ACDC2-16R3EP

Note: If warranty period was specified on sales order, then warranty period would obey to sales order.

3. Response time commitment

3.1 Remote technical support service

- (1) Offer remote technical support service.
- (2) Response within 24 hours once received the inquiry from customer.

3.2 Field service response

If there is field service obligation in contract, Deye will respond according to the contract.

3.3 Spare parts supplement scheme

- (1) Deye keep stock of spare parts in headquarter and partners in the market;
- (2) Once the agreed warranty period expired, Deye can still offer spare parts to customer under quotation.

4. Freight cost

(1) Deye takes on the freight cost for products under warranty. Customers take on the custom clearance costs incurred.

(2) Customer take on the freight cost and other sort of related cost for warranty expired or voided products.

5. Other important notice

(1) Customers can contact Deye via phone, fax, and email. Customers need to provide the following information for warranty claims:

- 1) Product Model, Serial Number.
- 2) Fault description (error code on LCD display. Pictures)

Note: Deye reverse the right to reject the warranty claims without the necessary information. In this case, it's the customer to responsible for the loss or any other consequence.

(2) Free warranty service is provided for products with a valid warranty. It's excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Deye
- Transport damage
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Force majeure (e.g., lightning, overvoltage, storm, fire)

For warranty invalid products, Deye would charge for service fees for the service, example, spare parts cost, delivery cost. Or according to maintenance contract, if there is maintenance contract signed.

(3) Different Warranty for OEM product should comply with the contract.

Please note: Deye reserves the ultimate explanation right on this service commitment.