https://energy.itel-life.com/#/supports

General Exclusions

This itel Energy product warranty does not apply to the following situations:

(i)Damage caused by improper installation when the installer did not follow the installation instructions.

(ii)Damage caused by improper use when the end user did not follow the user manual.

(iii)Damage caused by intentional acts of the user, authorised installer and certified third parties.

(iv)Disassembly, repair and replacement of parts by third parties/personnel not authorised by itel Energy.

(v)Force majeure (storm damage, lightning strikes, overvoltage, fire, thunderstorms, floods, pests, animals, etc.)

(vi)Cosmetic problems, wear and tear, but do not adversely affect the normal functioning of the product.

(vii)Damage caused by software, interfaces, parts, consumables, or other products not provided by itel Energy.

(viii)Damage caused during transportation and temperature is over the range during use.

(ix)Any rust on the device casing due to adverse environmental conditions, accidents and external influences.

(xii)The itel Energy logo, serial number, accessory date code, or warranty stamp has been removed, erased, damaged, altered, or are illegible.

(xiii)The itel Energy warranty does not cover failures or damage caused by external factors, including but not limited to water ingress, poor power supply, voltage fluctuations, excessively high or low grid operating voltage, lightning strikes, use of unqualified wires, load short circuit, prolonged overload, external impact, drop or scratch.

Contact Us

Please contact the customer service hotline if you have any questions or inquiries.
Please check the official website for specific hotline numbers (depending on the country). We promise to respond immediately after receiving your request. If the itel Energy professional confirms the replacement, we promise to provide you with service within 24 hours. For remote areas, we will try our best to complete the replacement within three working days, depending on the actual logistics situation.

itel Energy's official website:
https://energy.itel-life.com/

Other Rights

1.The work order system handles maintenance requests for you. Log in to the website:https://workorder.dyque.com/userMain

2. Supporting applications:
Smart value used in IP54 Series:
https://play.google.com/store/apps/details?id=com.eybond.smartvalue&hl=en

SOLARMAN Smart used in IP66 Series:
https://play.google.com/store/apps/details?id=com.igen.xiaomaizhidian&hl=en

ATsolar used in On-grid Series:
https://play.google.com/store/search?q=atsolar&c=apps&hl=en

Legal Statement

This warranty document does not affect the legal rights of consumers. The company shall not be liable for any indirect or special losses to the extent permitted by applicable law.

Warranty Card

One-stop Residential Energy Storage Solution

Hybrid Inverters

Precondition For Warranty

This warranty is subject to the following conditions:

(i) If the device is not installed or used immediately, the storage environment must meet the following conditions.

a. Storage SOC: 20%~50% SOC. Charge and discharge the battery once every six (6) months.

b. Storage temperature: -25℃~35℃ (less than six (6) months)

c. Storage humidity: 5%RH~95%RH (no condensation). Do not install the battery if any moisture or condensation is found.

d. Place the device in a cool place away from direct sunlight and rain

e. Keep the device away from flammable, explosive and corrosive substances.

(ii) The ambient temperature during product operation shall not be lower than -20℃ or higher than 55℃.
The operating temperature is related to the battery's operation and service life.

Please install the battery at a temperature equal to or better than the ambient temperature.

The recommended operating temperature of the battery is 10~30℃.

(iii) The battery system should be installed by skilled and trained installers.

(iv) The battery system installation location must be ventilated as required by the user manual and installation guide.

(v) itel Energy will update your device occasionally through remote firmware upgrades to provide a complete limited warranty. These remote upgrades may briefly interrupt the operation of the device.By connecting the device to the internet, you agree that Itel Energy can update its firmware to improve its functionality without further notice. If your device is not connected to the internet for a month, we will notify you to connect the device to the internet. If the device continues to be disconnected for a long time, we may not be able to fulfil the complete warranty commitment. However, we always offer in-policy free replacement based on the first installation date.

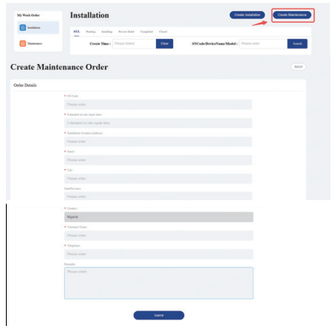
Claiming Process

Users can make service requests by creating a maintenance order with itel Energy through the website

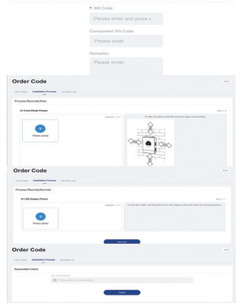
(https://workorder.dyque.com/userMain).

Please follow the instructions and steps to submit your maintenance order to the itel Energy administrator.

Your maintenance request will be processed promptly.







Each time a warranty claim is made for a product that cannot be resolved through the internet, itel Energy promises to conduct on-site inspection and data collection by professional engineers. If itel Energy professionals inspect, diagnose the issue, and confirm that the fault is from the system itself, itel Energy will arrange for an on-site system replacement/hardware exchange. The users should give access to our people, schedule time, and ensure the safety of itel Energy service technicians. For any inquiries, please contact the itel Energy hotline.

Prerequisite for Warranty Application

(i)Proof of purchase:
Users must provide valid proof of purchase (invoice, warranty card and warranty manual. Please keep them properly).

(ii)Warranty period:
If a failure occurs with in the first three years after installation, then itel Energy can provide a free replacement service. Subsequent repairs will be charged.

(iii)Complete accessories:
The product must be kept intact, including all original accessories.

(iv)Not disassembled or repaired: The product must not be repaired or disassembled without authorisation.

(v)Follow instructions:
Users must operate the product according to the manual to avoid failures caused by improper use.

(vi)Read and comply with warranty documents carefully:
Users are advised to read this document to understand the specific terms and procedures.

(vii)User responsibility:
Users must keep the proof of purchase properly and provide it when applying for warranty service. They should also strictly follow the instructions in the user manual.

(viii)When you require warranty service, you should provide a video showing the itel machine not working properly, including wiring, usage environment, and load equipment, which can help the technician diagnose the fault.

Warranty Obligations

If a claim is received during the warranty period and a fault is found that is covered by the warranty, itel Energy will decide, at its sole discretion,

(i)To resolve the problem by changing the configuration or updating the software.

(ii)After the inspection results are confirmed, the inverter/battery/charger system will be replaced free of charge within the policy.

If itel Energy repairs or replaces a part of the product, the remaining warranty period will still cover the whole product. The removed product becomes theproperty of itel Energy.

If the system is found not to be covered by this warranty, itel Energy reserves the right to charge a handling fee.

Replacement Policy and Channels

itel Energy's products are sold in many countries. Please scan the QR code or website below for detailed warranty policies and after-sales outlets in your region.

Warranty Form

Note:Signature or Seal stamp required.

itel Energy shall have no obligation for unqualified application such as incorrect information or missing necessary information

Product Model		Serial Number (S/N)	
Company Name			
Contact Person		Contact Number	
Contact Email			
Company Address			
Replacement Deliver Address			
Name of End user			
Date of Installation			

Fault Description

Warranty Authorized signature!

The following information must provide after faulty product been replaced
Replacement Information

Product Model		Serial Number(S/N)	
Replaced by		Replace Date	

Replacement Information Authorized signature: