



Powering Your
Future with **Reliability!**



WARRANTY POLICY

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WARRANTY POLICY

Warranty Options:

1. Lifetime Service Warranty (with App/Website Registration):
Scan the QR code to register on website
- o Eligibility: Customers who register their Nexus Inverter through the Crown Solar mobile app by scanning the provided QR code and successfully uploading their purchase invoice will qualify for a lifetime service warranty.
2. 5-Years Warranty (without App/Website Registration):
 - o Eligibility: Customers who choose to register their Nexus Inverter through the Crown Solar website, via mail, or any other method, and upload their purchase invoice, will be granted an 18-month warranty



Warranty Coverage:

1. The warranty period of this product is 5-Years. During the warranty period, if the product fails or damaged in accordance with the normal use of the Operation manual, our company is responsible for free maintenance. We are not responsible for the expiration of the warranty period.
2. During the warranty period, the product is not covered by warranty in the following cases:
 - A. Due to misused or their own wrong repair or modification or alteration caused the damage of the Nexus Inverter;
 - B. The defect is caused by improper usage of the product or failure to comply with the usage of the product for purposes other than those for which the product was designed or intended;
 - C. Nexus Inverter damage caused by fire, flood, abnormal voltage, other natural disasters and secondary disasters;
 - D. Hardware damage caused by artificial fall or transportation after purchase;
 - E. Failed to comply with installation manual or maintenance instructions for the Nexus Inverter or accessory provided by our company;
 - F. Failed to comply with the safety rules and regulations in respect of the Nexus Inverter or Accessory
 - G. Failure and damage caused by obstacles other than the Nexus Inverter (such as external equipment factors).
3. When the product fails or damaged, please fill in the contents of the "Product Warranty Card" correctly.
4. This warranty card is not reissued under normal circumstances, please be sure to keep this card and show it to the maintenance personnel during the warranty.
5. The relevant service fee shall be calculated according to the actual fee. If there is a contract, the principle of contract first.

6. If there is any problem in the service process, please contact our agent or our company in time.
7. If there is any problem, you can contact the supplier directly, you can also Contact our company directly.

Claim Process:

1. Initiate a Claim:
 - o Contact:
Reach out to Crown Solar's Customer Service using the contact details provided below. Be ready to provide your Nexus Inverter's model and serialNumbers, a description of the issue, and your proof of purchase.
 - o Details Required:
 - o Model Number
 - o Serial Number
 - o Date of Purchase
 - o Proof of Purchase (uploaded invoice)
 - o Description of the problem
2. Submit Supporting Documentation:
 - o Upload Invoice:
If not already submitted during registration, you will be asked to upload your purchase invoice as proof of purchase.
 - o Additional Documents:
You may be asked to provide additional documents or return the Nexus Inverter unit to the service center for further evaluation.
3. Warranty Service:
 - o Repair/Replacement:
If your claim is approved, Crown Solar will either repair the Nexus Inverter or Provide a replacement unit. The method of resolution will depend on the nature of the defect and the availability of replacement parts.
 - o Service Timeline:
Once your claim is approved, Crown Solar will strive to resolve the issue within a reasonable time frame.

Registration Process:

1. App/Wesite Registration (for Lifetime Warranty):
 - o Scan QR Code:
Locate the QR code on the Nexus Inverter or its packaging. Use the Crown Solar App/Website to scan this code and begin the registration process.
 - o Complete Registration Form:
Provide the necessary customer and product information, including model and serial numbers, purchase details, and your contact information.

- o Upload Purchase Invoice:
You will be prompted to upload your purchase invoice. This is a Mandatory step to qualify for the lifetime service warranty.
- o Digital Warranty Card:
After completing the registration, a digital warranty card will be Generated and sent to your email. You can also access it directly through the App/Website.

- 2. Non-App/Website Registration (for 5-Years Warranty):
 - o Visit the Website or Register by Mail:
If you prefer not to use the mobile App/Website, visit the Crown Solar website or follow instructions provided with your Nexus Inverter to register by mail.
 - o Complete the Form:
Fill out the registration form with the necessary details about yourself and your Nexus Inverter.
 - o Upload/Submit Purchase Invoice:
Upload your purchase invoice through the website, or include it with your mailed registration form.
 - o Digital Warranty Card:
Upon successful registration, you will receive a digital warranty card via email, confirming your 5-Years warranty.

Important Notes:

- Retention of Documentation:
Please keep this warranty card and your proof of purchase in a safe place for future reference. These documents will be required in the event of a Warranty claim.
- Validity:
The warranty is valid only in the country where the Nexus Inverter was Originally purchased.
- Non-Transferable:
This warranty is non-transferable and applies only to the original purchaser.

Contact Us:

- Helpline: 021-111-000-348
- For Technical Support: +92-328-8883888
- Email: info@crownsolarenergy.com
- Website: www.crownsolar.com



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