



Warranty Terms & Conditions

(Global version)

保修条款与条件

(全球版本)

CESC Products are manufactured by CESC New Energy Technology Co., Ltd. The company (hereinafter referred to as CESC) provides the following warranty to the purchaser (the customer) of the products under Australian Consumer Law (ACL). (Here, the customer is deemed to be the owner of the installed inverters/products at first sale). The Warranty Terms & Conditions is applicable for all products as listed in the **Table 1**, which are sold and installed from 1st April, 2024.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

CESC 产品由鸿合新能源科技有限公司制造。本公司（以下简称 "CESC"）根据《澳大利亚消费者法》（ACL）为产品的购买者（以下简称 "客户"）提供如下保证。（在此，客户被视为首次销售时所安装逆变器/产品的所有者）。本保修条款适用于2024年4月1日起销售和安装的所有产品，见表1。

我们的商品均附有根据澳大利亚消费者法无法被排除的质保条款。若商品出现重大故障，您有权要求更换或退款；对于任何其他可以预见的合理损失或损害，您也有权获得赔偿。此外，如果商品质量不符合要求且故障不属于重大故障，则您还有权要求对商品进行维修或更换。

1. Warranty Products 保修产品

This warranty applies exclusively to CESC batteries manufactured and supplied either directly by CESC or through authorized partners (distributors) of CESC. All external and ancillary parts and units (eg. Monitoring/Communication devices, batteries hardware/software controllers etc) installed with inverters by third-parties are excluded from the warranty.

本保修条款仅适用于 CESC 电池，由 CESC 直接制造和提供或通过 CESC 的授权合作伙伴（分销商）制造和提供。所有由第三方安装在逆变器上的外部和辅助部件和装置（如监控/通讯设备、电池硬件/软件控制器等）均不在保修范围内。

2. Warranty Period 保修期

CESC warrants, on the terms and conditions set out below:

CESC 根据下述条款和条件保证：

Table 1: Product and Warranty Period

表 1：产品和保修期

Battery Series	BCU	Battery	Warranty Period
Mars HV5-01-1/2/3/4/5	Mars HV5-01-MC	Mars HV5-01	10 years standard warranty, starting from the earlier one of the following two dates: ● The date on which the product was first installed. ● 6 months after the date of production. 10 年标准保修，从以下两个日期中较早的一个开始： ● 产品首次安装日期。 ● 生产日期后6个月。
Mars HV5-02-1/2/3	Mars HV5-02-MC	Mars HV5-02	
Mars HV5-03-1/2/3/4/5	Mars HV5-03-MC	Mars HV5-03	
Venus HV5-01-1/2/3	Venus HV5-01-MC	Venus HV5-01	
Saturn LV5-01	Saturn LV5-01		
Saturn LV5-02	Saturn LV5-02		This warranty does not include any accessories and tool kit provided with the product.

Orion LV 2.7	Orion LV 2.7	本保修不包括随产品提供的任何附件和工具包
--------------	--------------	----------------------

In the event of product replacement, the remaining warranty period shall be transferred to the

substitution product. CESC will automatically register such replacement, and you will not be provided a new certification. If the remaining warranty period is less than 1 year, the warranty period of the device and its substitute will be extended to 1 year automatically.

在更换产品的情况下，剩余的保修期应转移到替代产品上。替换产品CESC将自动登记此类更换，且不会向您提供新的证书。如果剩余保修期不足 1 年，设备及其替代产品的保修期将自动延长至 1 年。

3. Performance Warranty of battery 电池性能保修

CESC warrants and represents that the product retains at least 60% of Nominal Energy for either 120 months after the commissioning date or for a minimum Energy Throughput as per the table indicated below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by CESC. The product DoD is 90% and during warranty period, it can safely operate at the range of this DoD.

The term “Nominal Energy” herein means the initially rated capacity of the product as indicated on the label of the products. The precondition warranty shall be as follows:

The energy throughput is within the value indicated on the table below:

CESC 保证并声明，当电池系统按照 CESC 提供的规格和手册正常使用时，在调试日期后的 120 个月内或在下表所示的最低能量吞吐量内（以先到者为准），产品至少可保留 60% 的标称能量。产品的 DoD 为 90%，在保修期内，可在此 DoD 范围内安全运行。

此处的"标称能量"是指产品标签上标明的产品初始额定容量。

产品标签上标明的产品初始额定容量。保证的前提条件如下：

能量吞吐量在下表所示值范围内：

Table 2: Energy Throughput
表 2：能量吞吐量

Product	Nominal Energy	Energy Throughput
Mars HV5-01	5.3 kWh	15.9MWh
Mars HV5-02	5.3 kWh	15.9MWh
Mars HV5-03	5.3 kWh	15.9MWh
Venus HV5-01	5.3 kWh	15.9MWh
Saturn LV5-01	5.12 kWh	15.4MWh
Saturn LV5-02	5.12 kWh	15.4MWh
Orion LV 2.7	2.7 kWh	8.1MWh

For Capacity measurement conditions:90% DOD, Initial battery temperature from BMS: 25-30°C,
charge/discharge rate of 0.2 C, Battery Capacity may vary depending on the inverter brand.

The ambient temperature during the battery operation shall be as below:

容量测量条件：90% DOD，BMS 初始电池温度：25-30°C

电池容量可能因逆变器品牌而异。

蓄电池运行期间的环境温度应如下：

Mars HV5-01-1/2/3/4/5: Charge: 0 °C - 50 °C / Discharge: 0 °C - 50°C

Mars HV5-02-1/2/3： Charge: 0 °C - 50 °C / Discharge: 0 °C - 50°C

Mars HV5-03-1/2/3/4/5： Charge: 0 °C - 4 5°C / Discharge: -20 °C - 50°C

Venus HV5-01-1/2/3: Charge: 0 °C - 50 °C / Discharge: 0 °C - 50°C

Saturn LV5-01: Charge: 0 °C - 50°C / Discharge: -20 °C - 50°C

Saturn LV5-02: Charge: 0 °C - 50°C / Discharge: -20 °C - 50°C

Orion LV 2.7:Charge: 0 °C - 54 °C / Discharge: -20 °C - 54°C

Due to the characteristics of lithium batteries, the storage environment temperature needs to meet the requirements:

由于锂电池的特性，储存环境温度需符合要求：

Mars HV5-01-1/2/3/4/5: 0°C-35°C

Mars HV5-02-1/2/3: 0°C-35°C

Mars HV5-03-1/2/3/4/5: 0°C-35°C

Venus HV5-01-1/2/3: 0°C-35°C

Saturn LV5-01: 0°C-35°C

Saturn LV5-02: 0°C-35°C

Orion LV 2.7: 0°C-35°C

4. Extend additional batteries 扩展额外的电池

It is supported to add extra batteries to the existing system within 1 year after the installation. Before extending the system, electrician shall follow every step on the Battery Extension SOP provided by CESC Power to ensure the batteries are at the same voltage level. And the warranty information can be added on the warranty registration session on the website.

支持在安装后一年内为现有系统添加额外电池。在扩展系统前，电工应遵循 CESC提供的电池扩展 SOP 中的每一个步骤，以确保电池处于相同的电压水平。保修信息可在网站的保修注册环节中添加。

5. Warranty Claim Procedure 保修程序

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the inverter, they will contact with CESC if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with CESC service team (support@cescpower.com) or contacting via CESC official website www.cescpower.com.

Please note, in order to deliver a friendly and timely service, CESC cooperates with several distributors and installers all over the world. As such, please treat them as the default service channel of CESC and use these service channels to make your warranty claim; CESC will support and audit service channels to ensure good service to customers.

For a warranty claim, the following information needs to be provided:

- 1). Contact information of claimant, including name of the person, phone number, email address and shipment address.
 - 2). Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Any claims shall be made within one month of failure date to be considered under the warranty.
 - 3). Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
 - 4). Error message on LCD screen (if applicable) and additional information regarding the fault/error.
 - 5). Description of actions taken before the failure and detailed information of previous claims (if applicable)
- CESC may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from CESC or an authorized third-party company. CESC reserves the right not to enter the site should the CESC technician consider it unsafe to do so.

While we processing the replacement action, the following information needs to be provided: A completed warranty claim form (CESC RMA form);

A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory and/or extended warranty, or the date of installation;

CESC reserves the right to reject the warranty claim:

If you fail to provide the above-mentioned information;

If the product (CESC inverter or/and accessory) is replaced without the prior consent of CESC;

If the defect that is claimed is not caused by defective materials or workmanship;

CESC will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product of replacement is found to be free from defects in materials or workmanship, or the product is found not to be covered by this Limited Warranty.

对于索赔人，请联系购买产品的当地经销商或安装逆变器的安装人员。

如有必要，他们将与 CESC 联系。如果索赔人无法从他们那里获得服务，或者对他们的服务不满意，索赔人可以通过联系CESC服务团队（support@cescpower.com）或通过CESC官方网站 www.cescpower.com相应地升级他们的服务请求。

请注意，为了提供友好和及时的服务，CESC 与全球多家分销商和安装商合作。因此，请将其视为 CESC 的默认服务渠道，并通过这些服务渠道进行保修索赔；CESC 将对服务渠道进行支持和审核，以确保为客户提供良好的服务。

保修申请需要提供以下信息：

- 1). 索赔人的联系信息，包括姓名、电话号码、电子邮件地址和送货地址。
- 2). 所有故障产品的相关信息，包括产品型号、序列号、安装日期和故障日期。任何索赔均应在故障发生后一个月内提出，否则不予保修。
- 3). 安装信息，包括光伏电池板的品牌、型号和数量；如果故障产品是储能系统，则应提供其品牌和型号。电池的品牌和型号。
- 4). LCD 屏幕上的错误信息（如适用）以及有关故障/错误的其他信息。
- 5). 故障发生前所采取的措施说明和以前索赔的详细信息（如适用）。CESC 可安排现场检查以找出故障根源。索赔人有责任批准 CESC 或授权第三方公司的技术人员进入现场、安排时间并确保检查安全。如果 CESC 技术人员认为不安全，CESC 保留不进入现场的权利。

在我们处理更换行动时，需要提供以下信息：填写完整的保修申请表（CESC RMA表）；

您的原始发票、收据、调试报告或任何其他可证明购买逆变器或附件和/或延长保修期或安装日期的文件的副本；

CESC保留拒绝保修申请的权利：

如果您未能提供上述信息；

未经CESC事先同意更换产品（CESC逆变器或/和附件）；

如果索赔的缺陷不是由材料或工艺缺陷引起的；

如果发现更换的产品不存在材料或工艺上的缺陷，或发现该产品不在本有限质保范围内，CESC将要求索赔人赔偿所产生的所有费用（人工费、差旅费、送货费和/或已发送的更换单元）。

6. Warranty Terms 保修条款

CESC warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which CESC is responsible during the agreed warranty period, CESC will, at its discretion:

Fix the problem by updating the software or change the configurations,

or Repair the defect on the premises of CESC or on the customer's site,

or provide an equivalent substitute (repaired, refurbished,

or upgraded model with at least equivalent functions) or a new device, for every single inverter exchange case, the claimant must gather the

necessary information and send the RMA report (by following CESC's RMA template) to CESC to confirm the RMA request, prior to the inverter being exchanged

If it is proven that the problem was caused by faulty installation, CESC reserves the right to contact the original installer and request that they provide a solution to fix the issue before CESC's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

CESC 保证所有产品在正常使用情况下不存在材料或工艺上的缺陷，如果在约定的保修期内出现 CESC 应负责的缺陷，CESC 将自行决定：

通过更新软件或更改配置来修复问题；或

在 CESC 所在地或客户现场修复缺陷；或

提供同等替代品（维修过、翻新过或升级过的至少具有同等功能的型号）或新设备。

对于每一个逆变器更换案例，索赔人必须收集必要的信息，并在更换逆变器之前向CESC发送RMA报告（按照CESC的RMA模板），以确认RMA请求。

如果证明问题是由安装故障引起的，CESC有权联系原安装商，要求他们在CESC介入前提供解决问题的方案。如果原安装商未能提供适当的解决方案解决此问题，CESC 有权向原安装商收取后续费用。

7. Transportation costs 运输费用

Unless there are some unique agreements signed between CESC and the customers (the distributors), the warranty covers only the cost of materials that makes the products functional.

In some cases, the claimant needs to organize the return of the allegedly defective product to CESC and should confirm with CESC for the shipment schedule in advance. As products need to be packaged in a reasonable condition, CESC suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is no damage found after checking the returned product, CESC will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

除非 CESC 与客户（分销商）之间签署了某些独特的协议，否则保修范围仅涵盖使产品正常运作的材料成本。

在某些情况下，申索人需要安排将声称有问题的产品退回 CESC，并应事先与 CESC 确认装运时间。由于产品需要在合理的条件下包装，CESC 建议使用与购买时产品包装尺寸相同的包装材料。如经检查后发现退回的产品并无损坏，CESC将向索偿人收取更换产品的运费及相关服务费。

8. Warranty Registration&Reporting a Repair 保修登记及报修

The direct customers who have purchased CESC products (CESC inverters and accessories) shall register these products and upload the information (such as installation location, time zone, inverter SN, and contact information) within 90 days from the date of commissioning of the products. The registration method adopts in APP: "CESC Power" (for the products of home energy storage system) and "CESC Home" (for the products of Orion serial Balcony PV system). APP can be downloaded from the Apple Store (Apple phone) and Google Store (Android phone) respectively. Business customers can choose to register an account on the cloud platform and manage devices in bulk. The website is:

<https://cescpower.inteless.com/login> . If a customer fails to register a CESC product before the deadline, the product warranty period will be counted automatically from 9 months after the manufacturing date.

If you need to report a repair, you can choose to report it in the APP and fill in relevant information (such as original purchase invoice, inverter SN, contact information, fault description, fault photos and videos, etc.). Or log in to the official website for repair, website: <https://www.cescpower.com/support> selecting the repair page and filling in the relevant information online. Or send an email to the after-sales email for repair.

购买了CESC产品（CESC逆变器及配件）的直接客户，应在产品投入使用之日起90天内对产品进行注册，并上传相关信息（如安装地点、时区、逆变器SN、联系方式等）。注册方式采用APP注册，“CESC Power”（户储系列产品）和“CESC Home”（Orion 系列阳台光伏产品），APP可分别在苹果商店（苹果手机）和Google商店（安卓手机）下载。商务客户可选择云平台注册账户并批量管理设备，网址：<https://cescpower.inteless.com/login>。如果客户未能在截止日期前注册 CESC 产品，产品保修期将自动从生产日期后 9 个月开始计算。

如需报修，可选择APP内报修并填写相关信息（如购买发票、逆变器SN、联系方式、故障描述、故障照片及视频等）。或登录官方网站报修，网址<https://www.cescpower.com/support>选择报修页面并在线填写相关信息。或发邮件至售后邮箱进行报修。

9. Warranty Extension 延长保修期

Some products that support extended warranty, A warranty extension can be purchased from CESC's authorized distributors for the mentioned of products no later than 6 months after its first installation date (or 12 months after production date), or end users can purchase via CESC cloud website or APP after finish online monitoring registration. The new warranty period of the units will automatically include the extended warranty and the remaining warranty. CESC has the rights to increase the payment standard for warranty extension or reject any application received at a later point of time.

Note: The warranty extension covers only the cost of hardware material required to get the device functioning again. It excludes any inbound/outbound transportation costs or labor costs of replacement/on-site service.

部分支持延保的产品，可在首次安装日期后6个月内（或生产日期后12个月内）向CESC授权经销商购买上述产品的延保服务，或最终用户完成在线监控注册后通过CESC网站或APP购买。新的保修期将自动包含延长保修期和剩余保修期。CESC有权提高延保付款标准或拒绝日后收到的任何申请。

注：延长保修仅包括使设备恢复正常所需的硬件材料费用。它不包括任何进出港运输成本或更换/现场服务的人工成本。

10. Warranty Limitations 保修限制

This limited warranty applies to products sold and installed after date of 1st April 2024, and sold through CESC or authorized resellers. The defective parts or units replaced under a warranty claim become the properties of CESC, and must be returned to CESC or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging.

The product is not covered by warranty in the following cases:

- A. The product is out of the warranty period.
- B. Product failure is not reported to CESC within 4 weeks of appearance.
- C. Failed to comply with CESC installation manual or maintenance instructions for the inverter or accessory.
- D. Failed to comply with the safety rules and regulations in respect of the inverter or accessory.
- E. The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt).
- F. The replaced products have not been returned to CESC or cooperated partners (distributors) within 30days.
- G. 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.
- H. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to CESC.
- I. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors.
- J. The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties. Without authorization (agreement in writing) from CESC.
- K. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced).
- L. Flaws (eg. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory.

M. Normal wear or tear.

N. Travel and subsistence expenses as well as on-site installation, modification and normal maintenance costs.

O. Duties, import/export fees or costs and other general administrative costs.

P. Products purchased from nonofficial channels (eg. Not authorized distributors and their cooperated partners).

本有限保修适用于 2024 年 4 月 1 日后经由CESC 或授权经销商售出及安装的产品。在保修期内更换的故障部件或装置归 CESC 所有，必须连同原包装或同等包装送回CESC 或授权合作伙伴（分销商）进行检查。

在下列情况下，产品不在保修范围内：

A. 产品已过保修期；

B. 产品出现故障后 4 周内未向CESC 报告；

C. 未遵守 CESC 安装手册或逆变器或附件的维护说明；

D. 未遵守有关逆变器或配件的安全规章制度；

E. 逆变器或配件在运输过程中损坏，但索赔人已在送货单上签字（要求索赔人在签收送货单前仔细检查包装的外部 and 内部，并拍照作为证据）；

F. 更换后的产品在 30 天内未退回CESC 或合作伙伴（经销商）；

G. 产品缺陷是由于产品使用不当或未按产品设计或原定用途以外的用途使用而造成的；

H. 产品在安装后因任何原因被移动（无论随后是否被重新安装或移回同一位置），除非由合格的安装人员在同一地址重新安装，并向CESC 提供测试报告。

I. 损坏或缺陷由雷击、洪水、火灾、电涌、腐蚀、虫害、第三方行为或任何其他不可抗力因素造成；

J. 第三方的嵌入式或外置软件或硬件（如控制逆变器的装置或控制电池充放电的装置）造成的损坏或缺陷。

未经 CESC 授权（书面协议）：

K. 产品被修改或更改（包括产品系列号或产品标签被修改、删除或污损的情况）；

L. 不影响逆变器或配件正常功能的瑕疵（例如：任何外部划痕或污渍，或不代表瑕疵的自然材料磨损）；

M. 正常磨损；

N. 差旅费和生活费以及现场安装、改装和正常维护费用；

O. 关税、进出口费用或成本及其他一般管理费用；

P. 从非官方渠道（如非授权经销商及其合作伙伴）购买的产品；

The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

Furthermore, all other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of power generated during the product downtime are not covered by this warranty. In any other case, whether in contract, tort, or otherwise, the maximum compensation for customer losses caused by its faults shall not exceed the amount paid by the customer for the purchase of the equipment.

经过技术改进的替代逆变器或附件可能与光伏系统的其他组件不完全兼容。因此产生的费用不在保修或延长保修范围内。

此外，所有其他费用，包括但不限于因光伏系统的缺陷设备或其他设施造成的直接或间接损失的赔偿，或产品停机期间产生的电力损失，均不在保修范围内。在任何其他情况下，无论是在合同、侵权行为或其他方面，对因其故障造成的客户损失的最高赔偿不得超过客户为购买设备所支付的金额。

11. Service after Warranty Expiration 保修期满后的服务

For products which are out of warranty or invalidation, CESC provides an additional charge service, which includes the on-site service fee, materials fee, labor cost, and logistic fee:

On-site service fee: Travel cost and time for the technician to deliver on-site services and the cost of labor time for the technician to install, analyse, repair, test and maintain faculty products.

Materials fee: Cost of replacing the parts or units or any other relevant materials.

Logistic fee: Cost of delivery, including the costs of sending the defective products from end users to CESC, or/and the costs of sending the repaired products from CESC to end users.

对于超过保修期或失效的产品，CESC 提供额外收费服务，包括现场服务费、材料费、人工费和物流费：

现场服务费： 技术人员提供现场服务的差旅费用和时间，以及技术人员安装、分析、维修、测试和维护教师产品的工时费用；

材料费： 更换部件或单元或任何其他相关材料的费用；

物流费： 运送费用，包括将有问题的产品从最终用户送至 CESC 的费用，或/和将维修好的产品从 CESC 送至最终用户的费用；

12. Geographical Scope 地理范围

This Limited Warranty terms and conditions only apply for the products which are originally purchased from CESC's authorized partners and installed in the destination defined within (refer to Commercial Contract with CESC). For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from CESC prior to the installation.

本有限保修条款及条件仅适用于从 CESC 授权渠道购买并安装在指定目的地的产品（请参阅与CESC 签订的商业合同）。对于任何在某一国家/地区售出但在另一国家/地区安装的产品，若在安装前未获得 CESC 的书面确认/批准，则保修将失效。

IN ADDITION, IF THERE IS A LEGAL CONFLICT BETWEEN THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY AND THE LOCAL COUNTRY OR REGION, THE LOCAL LAW SHALL PREVAIL.

此外，如果本有限保修条款及条件与当地国家或地区有法律冲突，则以当地法律为准。

13. Manufacturer & Australia Importer Information 制造商和澳大利亚当地进口商信息

Manufacturer:

Compnay: CESC New Energy Technology co., Ltd. 鸿合新能源科技有限公司

Address: CESC New Energy Industrial Park, South Taihu New District, Huzhou City, Zhejiang Province, PEOPLE'S REPUBLIC OF CHINA

Contact: Nicole Chen

Tel: (86) 0572 2591986

Email: nicolechen@cescpower.com

Web: <https://www.cescpower.com/>

Australia Importer:

Company: YINERGY PTY LTD

Address: U10 34 Union Street McMahon's Point NSW2060 Australia

Contact: Judy Yao

Tel: 0406266770

Email: support.au@yinergy-solar.com

Web: <https://www.yinergy-solar.com/au/>

Appendix:

Table 3: Annual Inspection Checklist
表 3：年度检查清单




Annual Inspection Checklist		
Inspection Items	Correct  Incorrect  N/A 	Exception
Photovoltaic module configuration, PV open circuit voltage < 500V		Feedback to the installer
There is no deformation, corrosion, looseness, or damage to the cables and wiring terminals		Feedback to the installer
There is an external fan, please confirm that there is no blockage in the fan		Feedback to the installer
Does the EPS port output voltage meet $230V \pm 10V$		Feedback to the installer
EPS port output frequency, please check the set value. If 50HZ is set, output $50HZ \pm 0.5HZ$. If 60HZ is set, output $60HZ \pm 0.5HZ$		Feedback to the installer
Is there any situation where the load cannot be carried		If so, confirm whether EPS is connected to inductive loads with high starting current, such as water pumps, fixed frequency air conditioners, motors, etc. When this type of load is started, it may cause EPS overload. It is recommended not to connect it to the EPS port
The battery is running normally		Feedback to the installer
When connecting the Triple Power battery, it is recommended to set the min SOC of the battery to be higher than 10%		Due to off grid operation, if $SOC \leq \min SOC$, the inverter cannot enter EPS mode, and the battery needs to be charged to SOC of 31% to restore EPS output
If the system is connected to lead-acid batteries, the NTC wiring should be firmly and reliably connected to the battery		Feedback to the installer

Table 4: Product
表 4: 产品

Mars HV5-01-1/2/3/4/5 Mars HV5-01-MC Mars HV5-01	
Mars HV5-02-1/2/3 Mars HV5-02-MC Mars HV5-02	
Mars HV5-03-1/2/3/4/5 Mars HV5-03-MC Mars HV5-03	
Venus HV5-01-1/2/3 Venus HV5-01-MC Venus HV5-01	
Saturn LV5-01	
Saturn LV5-02	
Orion LV 2.7	

Table 5: The specific product models involved in this project

表5：本次项目涉及到的具体产品型号

Please tick the box:

请在方框中打勾：

<input type="checkbox"/> Mars HV5-01-1	<input type="checkbox"/> Mars HV5-01-2
<input type="checkbox"/> Mars HV5-01-3	<input type="checkbox"/> Mars HV5-01-4
<input type="checkbox"/> Mars HV5-01-5	<input type="checkbox"/> Mars HV5-02-1
<input type="checkbox"/> Mars HV5-02-2	<input type="checkbox"/> Mars HV5-02-3
<input type="checkbox"/> Mars HV5-03-1	<input type="checkbox"/> Mars HV5-03-2
<input type="checkbox"/> Mars HV5-03-3	<input type="checkbox"/> Mars HV5-03-4
<input type="checkbox"/> Mars HV5-03-5	<input type="checkbox"/> Venus HV5-01-1
<input type="checkbox"/> Venus HV5-01-2	<input type="checkbox"/> Venus HV5-01-3
<input type="checkbox"/> Mars HV5-01-MC	<input type="checkbox"/> Mars HV5-01-B
<input type="checkbox"/> Mars HV5-02-MC	<input type="checkbox"/> Mars HV5-02-B
<input type="checkbox"/> Mars HV5-03-MC	<input type="checkbox"/> Mars HV5-03-B
<input type="checkbox"/> Venus HV5-01-MC	<input type="checkbox"/> Venus HV5-01-B
<input type="checkbox"/> Saturn LV5-01	<input type="checkbox"/> Saturn LV5-02
<input type="checkbox"/> Orion LV 2.7	