

User Info

Name: _____

Address: _____

Phone: _____

Email: _____

Product Info

Product Name: _____

Model No. _____

Serial No.

Dealer's name and seal

Powerband Green Energy Ltd.

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Powerband Green Energy Ltd.

Three-Year Limited Warranty (Only for PBOX X5 Series Products)

This Powerband limited warranty applies only to PBOX branded X5 series products that the distributor or project contractor purchased from Powerband.

What This Warranty Covers

Powerband warrants the PBOX X5 series products against defects in material and workmanship for a period of THREE (3) YEARS from the original date of purchase.

How to Obtain Warranty Service

If the product does not function as warranted during the warranty period, follow the instructions on user's manual to identify the problem, or contact Powerband to diagnose and resolve the issue directly over e-mail, phone or via remote assistance.

If the problem occurred due to the customer's misuse or an inappropriate condition, Powerband shall provide an explanation and guidelines for possible solutions and/or reinstallation.

Some issues can be resolved with a "Customer Replacement Unit" (CRU), the replacement parts that the customer can install on their own. Within the warranty period, the free CRU will be shipped to the customer as they forward the CRU code and product serial number to Powerband.

If the trouble can not be diagnosed and solved, or repaired product still can not work, Powerband will replace it with one that is at least functionally equivalent. In order to avoid high shipping cost, Powerband will provide 1% free spare parts (charging controller, battery bank and LED module) along with the goods that the distributor or project contractor purchase every time. If the defect product is more than the free one, Powerband will make up the deficiency by next shipment.

If Powerband is unable to either repair or replace your product, your sole remedy is to return the products to Powerband for a refund or your purchase price.

Replacement of Product or Part(s)

When warranty service involves the replacement of a product or part, the replaced product or part becomes Powerband's property. Only unaltered Powerband product or part are eligible for replacement. The replacement product or part provided by Powerband may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of period remaining on the original product.

The Customer's Responsibilities

Where applicable, the customer agrees w/ the below before the service is provided:

- a) Follow international and the local rules to protect Powerband's intellectual property rights and relevant legitimate right;
- b) Follow service request procedures as specified by Powerband;
- c) Keep the replaced products and parts that had been replaced; make sure the products and parts being sent back as instructed if Powerband requested.

The above warranties do not cover, and Powerband will not be liable for:

- a) Failure or damage resulting from misuse, faulty installation, misapplication, accident, modification, unsuitable physical, or operating environment including natural disasters and any extreme environmental conditions beyond those defined in the product specification, under/over voltage situation including power surge, lack of compliance with applicable instructions, prolonged (inactive) storage for more than 6 months, improper or inadequate handling, shipping, maintenance, negligence, tampering, or improper maintenance by non-authorized party.
- b) Failure of, or damage caused by, any third party products, including those that Powerband may provide or integrate into the Powerband product at your request.
- c) Expired warranty period. You will be charged for replaced parts and repair cost after the warranty period. The replaced parts shall be warranted for one year.
- d) Products for which Powerband has not yet received full payment.

The customer will bear: a) the labor cost for replacing CRU;
b) the cost(s) of transporting, delivering and handling the Product(s) to and from Powerband.