



CPS Inverter Return Material Authorization Policy

Chint Power Systems America Co. (CPS) provides a Return Material Authorization (RMA) process and policy to support the CPS America Inverter Warranty Policy. This RMA Policy is provided at the sole discretion of CPS.

For an RMA to be issued by CPS, the following conditions must be satisfied:

- The inverter and/or wirebox in question must have a valid CPS Serial Number and be within the Warranty period as established when the unit was sold.
- CPS Service personnel must be contacted before removing the inverter from service installation.
- Model and serial number of inverter must be provided to CPS Service including operating/fault symptoms and diagnostic information to support troubleshooting and determination of a valid warranty claim, as per the CPS America Inverter Warranty Policy.
- CPS Service, at its discretion, will provide written confirmation of a valid warranty claim and an RMA to replace the faulty inverter or advise alternative option if warranty is expired.

Upon issuance of an RMA, the following process takes place:

- A party responsible for the replacement of the inverter (Customer, Installer) must be identified and contact information provided to CPS Service. This information can be provided in the initial contact when the RMA is requested. This is typically the original installer or a qualified electrical technician designated by the Customer.
- A ship to address, contact person, and contact phone number must be provided where the replacement inverter is to be sent.
- CPS Service will provide confirmation of shipment to the Customer/Installer as applicable.
- The Customer/Installer will provide written confirmation of receipt of the replacement unit to CPS.
- The Customer/Installer will remove the damaged RMA inverter and install the replacement inverter according to the guidelines provided in the Inverter Installation and Operation Manual, and provide confirmation to CPS Service of satisfactory installation and operation.
- The Customer/Installer will package the damaged inverter in the replacement inverter packaging and secure the package to the pallet.
- Within **5 business days** of receipt and installation of the replacement inverter, the Customer/Installer will contact CPS Service to request arrangements for the pickup and return of the damaged/faulty inverter, confirming pickup address, contact, and hours of operation. All shipment costs will be pre-paid and arranged by CPS Service.

If there are any questions during the implementation process, call the CPS Hotline 1-855-584-7168.

Compensation

CPS will compensate the Customer/Installer for their satisfactory completion of the RMA process outlined above and receipt of the RMA inverter. A payment in the amount of \$150 USD for all single-phase inverters, or a payment of \$250 USD for all three phase inverters will be made Net 60 days. All compensation is at the sole discretion of CPS and is final. No compensation will be made if CPS Service performed the installation or the process outlined in this document was not followed.

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