



JTES-PCS100K-1000/400-L05C1,

JTES-PCS125K-1000/400-L05C1

Warranty and After-Sales Service Policy

1. Warranty Commitment and Period

Under normal use, if the Power Conversion System (hereinafter referred to as "the Product") fails or is damaged due to defects in materials, design, or manufacturing workmanship, Jing Tsing Technology Ltd. commits to providing free repair or replacement services.

Hardware Warranty Period: The Product comes with a 12 months free warranty. The warranty period commences from the date of successful delivery and acceptance (or 90 days after the date of manufacture, whichever is applicable).

Key Components Warranty: During the 3-year hardware warranty period, core power modules (e.g., IGBTs), main control boards, and cooling systems are fully covered under the free warranty.

2. Out-of-Warranty Service

Upon expiration of the warranty period, Jing Tsing Technology Ltd. will continue to provide lifelong paid maintenance services for the Product. Out-of-warranty repair fees will be charged based on the actual costs of parts, labor, and travel, in accordance with the manufacturer's unified standard or a separately signed service agreement.

3. Disclaimer (Exclusions from Warranty)

Even if the Product is within the warranty period, Jing Tsing Technology Ltd. will provide paid repair services if the failure or damage is caused by any of the following conditions:

Improper Operation: Product damage resulting from failure to install, wire, commission, or operate the Product strictly in accordance with the User Manual and installation guidelines.

Unauthorized Modifications: Mechanical failure or damage caused by unauthorized disassembly, repair, or modification by non-authorized service agencies or the customer, or by unauthorized alteration of the device's serial number/nameplate.

Accessory Issues: Failure or damage caused by the use of non-standard accessories, or by inherent quality defects of customer-procured accessories.

Out-of-Scope Use: Product damage resulting from using the Product for abnormal/unintended functions, or operating it in environments that exceed the specified technical parameters (e.g., voltage, current, temperature, and humidity limits).

Force Majeure: Product damage or secondary damage caused by force majeure events, including but not limited to natural disasters (e.g., earthquakes, floods), lightning strikes, fire, or abnormal grid voltage fluctuations.

Normal Wear and Tear: Natural aging and wear of the entire machine and components beyond the free warranty period.

4. After-Sales Service and Response Mechanism

To ensure the safe and stable operation of the energy storage system, Jing Tsing Technology Ltd. provides the following after-sales support:

Technical Support: 24/7 telephone and online technical consultation to assist customers with daily O&M and basic troubleshooting.

Response Time: Upon receiving a repair request, our after-sales team will provide remote response and diagnostics within 2 hours. If on-site handling is required, our technicians will arrive at domestic project sites within 48 hours (subject to negotiation based on the specific location and urgency).

Spare Parts Supply: Beyond the warranty period, we will continuously supply spare parts that meet original factory standards to ensure the long-term stable operation of the equipment.

5. Supplementary Provisions

Fee Standards: Relevant fees for paid services will be calculated strictly according to the manufacturer's unified standard. However, if a separate written agreement exists, the terms of that agreement shall prevail.

Manual Disclaimer: This User Manual and related technical documents will be continuously updated and amended. Minor inconsistencies or errors between the manual and the actual product may inevitably occur; therefore, the actual product delivered shall prevail.

Copyright Notice: The copyright of this manual is owned by Jing Tsing Technology Ltd. Unauthorized modification, reproduction, or distribution by any organization or individual is strictly prohibited. Jing Tsing Technology Ltd. reserves the right of final interpretation of this warranty policy.

6. IMPORTANT NOTICE: AUSTRALIAN CONSUMER GUARANTEES

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.

Importer Company Name: Delta Electronics (Australia) Pty Ltd
Address: Unit 18/39 Herbert St, St Leonards NSW 2065
Website: deltaelectronics.com.au
Email (For Warranty / Support): solarsupport@deltaww.com
Phone: 0294794200
Contact Person Email: tom.hew@deltaww.com
Contact Person: Tom Hew

Manufacturer Information

Manufacturer: JingTsing Technology Ltd.
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P.R.China
Landline: 010-53681960
E-mail: sales@jingtsing.com
Official website: <http://www.jingtsing.com/>

Declaration of Country of Origin

We hereby declare that all the aforementioned products are manufactured in the People's
Republic of China.