

Warranty Policy

At SunVista Solar, we value your trust in our products and are committed to delivering reliable and long-lasting solar solutions. All SunVista inverters and batteries are backed by a comprehensive warranty to ensure peace of mind for our customers.

Warranty Coverage

Inverters:

1. 2 Years Service Warranty
2. 5 Years Parts Warranty
3. Lithium Batteries:
4. 5 Years Internal Parts Warranty
5. 6000 Rated Life Cycles

Warranty coverage begins from the date of purchase and applies only to products purchased from authorized SunVista dealers or directly from SunVista.

Terms & Conditions

1. The warranty includes a 2-year service warranty and a 5-year parts warranty from the date of purchase.
2. Warranty coverage is strictly limited to internal component failures and does not cover external parts, accessories, or peripherals, including (but not limited to) cables, connectors, enclosures, or mounting hardware.
3. The warranty will be void if the inverter is opened, tampered with, or modified by unauthorized personnel.
4. Any repair or servicing performed by non-authorized technicians will invalidate the warranty.
5. Damage caused by connecting loads beyond the inverter's rated capacity will not be covered under warranty.
6. Overloading the inverter by connecting more solar panels than the specified limit will void the warranty.
7. If a repair cannot be performed in Pakistan, the inverter will be shipped to China for servicing at the customer's expense, including all shipping and handling costs.
8. The warranty does not cover damage due to misuse, accidents, power surges, or natural disasters.
9. Normal wear and tear of consumable parts (such as fans and fuses) is not covered under warranty.
10. Incorrect installation or failure to follow the user manual will void the warranty.
11. SunVista reserves the right to revoke, modify, or deny warranty claims at its sole discretion.
12. Warranty terms are subject to change as per the policies of the Chinese manufacturing company.
13. Customers must provide the original invoice as proof of purchase for all warranty claims.
14. All warranty claims must be processed exclusively through authorized SunVista service centers.

Inverter warranties consist of:

1. 2 Years Part Replacement
2. 3 Years Repair Warranty
3. Battery warranty consists of:
4. 5 Years Complete Internal Parts Warranty
5. 6000 Rated Life Cycles

Important Note

By purchasing and using SunVista Inverters, the customer agrees to comply with and be bound by these terms and conditions.

How to Claim Warranty

1. Contact our Customer Support Team via phone or WhatsApp.
2. Provide your original invoice and product serial number.
3. Our team will verify your claim and guide you through the process.



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