



ens

EUROPEAN NETWORK SERVICES

ENS Warranty Procedure for UK

This warranty procedure only applies to the customers who directly purchase/ utilise repair services for solar inverters from ENS.

Warranty Start Date: From date of delivery.

How to make a claim:

When you receive a notification that an inverter is not functioning properly, your first step is to contact ENS by email: service@ens-group.co.uk

You need to provide a Serial Number and Proof of Date of Purchase.

Scope of the ENS Warranty

ENS warranty does not cover damages that occur due to the following reasons:

- Transport damage.
- Incorrect installation or commissioning (electrician certificate required).
- Modifications, changes, or attempted repairs.
- Incorrect use or inappropriate operation.
- Insufficient ventilation of the device.
- Force majeure (e.g., lightning, overvoltage, storm, fire/ burnt).
- Holes drilled into the inverter.
- Melting of the AC terminal block.
- Water damage (unless through a fault of the inverter).
- Any other damage outside of general wear and tear and genuine field failure.

European Network Services Ltd

4 Orpheus House, Calleva Park
Aldermaston RG7 8TA
United Kingdom
Phone +44 (0) 1189707070

www.ens-group.co.uk



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