



UK & IRELAND
WARRANTY
POLICY

**inverters
& chargers**

VERSION 2.3
ISSUED: 29 OCT 2025

UK & Ireland Fox Warranty Policy (Inverters & Chargers)

i. Scope of Warranty

Fox provides the following limited and extended warranty for inverters and charge controllers (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Fox. Fox under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This Fox Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognised Fox partners. The Product(s) included in this Policy are:

Inverters & Chargers

S Series, F Series, T Series, G Series, V Series, K Series, R Series, Hybrid Series, AC Series, AIO Series, PowerQ Series, EVO Series, H3 Smart Series, H3 Pro Series, H3 Plus Series

Accessories & Ancillary Devices

- EPS BOX-SP (for whole home back up function)
- Smart logger & AI Link (EMS)
- All external dataloggers (including 4G, WIFI, WLAN and LAN dongle)

Important:

Please note, this warranty policy covers Fox Products as specified herein. Where batteries are supplied separately with a Fox inverter or charger please refer to the relevant warranty policy document. This warranty is limited to the Fox inverter/charger range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Fox may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability, nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2

ii. Contracting Parties

This Policy is only provided to the original purchaser of the product from Fox (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

iii. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

Standard Warranty

S Series, F Series, T Series, G Series, V Series, K Series, R Series, Hybrid Series, AC Series, AIO Series, H3 Smart Series, H3 Pro Series, H3 Plus Series

The Product will be free from defects in materials and workmanship for a period of 120 months from the date of installation, but no more than 125 months from the date of manufacture of the Product (whichever comes first).

Where the inverter is not connected to the Fox Cloud platform for remote monitoring within 120 days of installation and maintained in a connected state for the duration of the warranty, the warranty period will be reduced to sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture (whichever comes first).

Temporary loss of connection will not affect the warranty period where such loss is due to a fault with the Product, the Fox Cloud platform, or other factors beyond the reasonable control of the customer or installer,



INVERTER & CHARGER WARRANTY POLICY

VERSION 2.3 –29th/October/2025

provided reasonable efforts are made to restore connectivity.

For systems installed in new-build properties which remain unoccupied or without a functioning internet service following installation, the 120-day connection requirement shall be deemed to commence from the date the property is first occupied or internet service is reasonably available, whichever occurs first, provided that connection to Fox Cloud is completed within 30 days thereafter.

Standard Warranty

PowerQ & EVO Series

The Product will be free from defects in materials and workmanship for a period of 144 months from the date of installation, but no more than 149 months from the date of manufacture of the Product (whichever comes first).

Where the inverter is not connected to the Fox Cloud platform for remote monitoring within 120 days of installation and maintained in a connected state for the duration of the warranty, the warranty period will be reduced to sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture (whichever comes first).

Temporary loss of connection will not affect the warranty period where such loss is due to a fault with the Product, the Fox Cloud platform, or other factors beyond the reasonable control of the customer or installer, provided reasonable efforts are made to restore connectivity.

On account of the product being replaced, the unexpired warranty is transferred to the replacement product.

Standard Warranty (Accessories & Ancillary Devices)

EPS BOX-SP

The Product will be free from defects in materials and workmanship for a period of 60 months from the date of installation, but no more than 65 months from the date of manufacture of the Product (whichever comes first).

Smart Logger, AI Link and & Dataloggers

The Product will be free from defects in materials and workmanship for a period of 24 months from the date of installation.

iv. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contract are the Installer and Fox authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer.

v. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Fox's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arcing or damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;



INVERTER & CHARGER WARRANTY POLICY

VERSION 2.3 –29th/October/2025

- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 8, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

Where authorized Fox personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Fox under its discretion will:

- repair of the product on site or at a designated Fox office or service centre;
- provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Fox. Fox may replace parts with refurbished parts.

vi. Exclusions

This Policy does not cover the components that were not initially sold by Fox as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Fox.

vii. Warranty Claim Process

It is the duty of the Installer to contact Fox in the event of a fault with the following information.

Name of the Installer:

Product Model No:

Fault Code:

Fault Details:

Contact Details:

Fox may ask for additional details depending on the fault conditions. Fox will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox will attempt to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox within a maximum of thirty (30) days of the replacement being received.

If an allegedly faulty Product is returned to Fox pursuant to this Policy, and is found by Fox to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 5, Fox will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement must be approved by Fox in all cases. Any replacement of the Product issued without the consent of Fox will invalidate any associated claim.



INVERTER & CHARGER WARRANTY POLICY

VERSION 2.3 –29th/October/2025

viii. Further Rights at Law

In addition to the warranty provided by Fox, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Fox comes with guarantees that cannot be excluded under United Kingdom consumer law.

Contact Information

Foxess Co., Ltd

8, Xiqin Road, Xinwu District, Wuxi City, Jiangsu Province, China, 214000

service@fox-ess.com

www.fox-ess.com