

Warranty Card



Esteemed Dawnice Customers:

To better enjoy our after-sales service, please read this document carefully.

1 Warranty Start Date:

From product installation date or 6 months after production date (whichever comes first).

2 Warranty Coverage (Standard Products):

- **Battery:** Free replacement within 60 months or upon reaching minimum energy throughput (whichever comes first) (per product manual).
- **Accessories:** Free replacement within 12 months (connectors, cables, etc.).
- **Value-added Service:** Additional 5-year support post-warranty (battery & parts replacement subject to fees).

3 The following damages are not covered under warranty:

- The battery is not charged within 48 hours after being completely discharged
- Unauthorized opening of sealed products (breaking the housing)
- Failure to comply with user manuals, installation guides, or maintenance regulations
- Unauthorized modifications, alterations, or repair attempts
- Non-compliance with applicable safety regulations
- Force majeure (e.g., lightning strikes, overvoltage, storms, fires)
- Transportation damage
- Incorrect installation or debugging
- Improper use or operation
- Inadequate device ventilation

4 Warranty Procedure:

- In case of any issues, contact the Dawnice local service center or After-Sales Team within 48 hours.
- Do not open or attempt repairs without our permission, even with spare parts.
- Warranty voids if the seal is broken.
- Customers must provide the warranty card, purchase/installation invoice, serial number, or other relevant documents (if required).

5 After-sales contact information:

- **Dawnice Local Service Centers:** Uzbekistan, Portugal, Mali, Puerto Rico, Estonia, Australia, the Netherlands, Ireland, Iraq, Kenya, Lithuania, Switzerland, Zambia, Jamaica, Israel, Jordan, Côte d'Ivoire, Peru, Ukraine, Austria, Slovakia, Afghanistan, Yemen, Nigeria, Swaziland, etc.
- **Dawnice After-Sales Team Contact:** aftersale@dawnice.com WhatsApp/Tel: +86 151 0795 8172

Customer Name			
Customer Address			
Contact		Telephone	
Item Model		Factory serial number	
Purchase date		Failure date	
Fault description:		Signature : Stamp:	

Please note that Dawnice reserves the right of final interpretation of this warranty card.
Please send us this card along with your information, thank you!