



SENMEI GLOBAL LIMITED WARRANTY (ROVER INDUSTRIAL SERIES)

Senmei ROVER
Document No: SM-ROVER-WAR-2026
Applicable Region: Global
Effective Date: Jan 1st, 2026

1. WARRANTY OBJECTIVE & SCOPE

Senmei Technology Co., Ltd. ("The Manufacturer") warrants to the original authorized purchaser that the ROVER Series (ROVER 5 / ROVER 10/ ROVER 16) products will be free from defects in material and workmanship under normal industrial mobile applications.

(Important Note: This warranty is designed for mobile industrial assets. It differs from stationary home storage warranties due to the harsh operating environment of mobile sites.)

2. WARRANTY PERIOD & COVERAGE

The Warranty Period commences from the Date of Purchase on the Distributor’ s Tax Invoice.

Component	Period	Coverage Description
LFP Battery Module (Powered by CATL)	5 Years (or 3,500 Cycles)	Performance Guarantee: Senmei warrants the battery capacity will retain at least 70% of its original nominal capacity. Covered against cell leakage, fire, or BMS voltage failure.
Main System (Inverter & Control)	2 Year	Electronic Functionality: Covers the Inverter Module, Main Control Board (PCB), MPPT Controller, and LCD Display against electronic component failure.
Structure & Acc.	2 Year	Covers Charging Cables, Adapters, Wheels, Telescopic Handles, and Metal Enclosure against structural defects found upon arrival.

3. CRITICAL EXCLUSIONS

This Warranty does NOT cover damages caused by the following specific conditions. Senmei reserves the right to deny claims based on physical inspection or technical logs.

1. Grid Surge & Unstable Input (Load Shedding Clause):
Damages to the AC Input / Inverter module caused by extreme voltage surges (270V) or lightning strikes when the grid power is restored after load shedding.
Recommendation: Users are advised to use an external Surge Protector plug when charging from an unstable grid.
2. Environmental Negligence:
Water: Immersion in water, rain exposure (unless unit is rated IP65 and ports are sealed), or high-pressure washing.
Dust: Failure caused by metal dust or conductive particles entering the cooling fans (e.g., placing the unit directly next to a grinding machine).
Corrosion: Salt spray damage in coastal regions (e.g., Cape Town, Durban) if the unit is left outdoors unprotected.



3. Battery Deep Discharge (The "3-Month Rule"):

Battery failure resulting from storing the unit at 10% State of Charge (SOC) for more than 3 months without recharging. This is considered user negligence.

4. Operational Abuse:

Physical impact damage (dropping from a truck, forklift collision).

Overloading the inverter continuously beyond its rated surge capacity.

4. CLAIM PROCESS

To expedite service, please follow the "Evidence First" protocol:

1. Report to Distributor: Contact the Authorized Dealer where the unit was purchased.

2. Submit Evidence: Provide the Serial Number (S/N) and a Short Video showing the fault code or issue.

2. Remote Diagnosis: Senmei engineers will analyze the evidence within 48 hours.

4. Resolution:

Minor Issue: Spare parts (PCBs, Fans) sent to the Distributor for local repair.

Major Issue: Unit replacement (subject to stock availability).

5. LIMITATION OF LIABILITY

Senmei's liability is strictly limited to the repair or replacement of the product value. Senmei is NOT liable for:

Loss of revenue due to project downtime (e.g., construction delays).

Rental costs of backup generators.

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