



Official Website



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WARRANTY

DO NOT USE YOUR PRODUCTS UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY.

BY USING HINEN PRODUCTS, YOU AGREE TO BE BOUND BY THE TERMS OF THE HINEN LIMITED WARRANTY.

This warranty statement sets forth Hinen's entire liability and exclusive warranty obligation. Hinen will not assume, nor authorize any person to assume for us, any other liability in connection with the sale of our products.

Warranty Timeline

Hinen warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Model	Warranty Period
Portable Power Station	PS3000, PS 1800, PS1000, PS600, PS300, PS200	24 months standard warranty, starting from the earlier one of the following two dates: a. 3 months after the date of manufacture b. Date of purchase by the original consumer purchaser
Portable Battery	PS2500B, PS614B	24 months standard warranty, starting from the earlier one of the following two dates: a. 3 months after the date of manufacture b. Date of purchase by the original consumer purchaser
Accessories: AC cable, Car cable, etc.	/	12 months standard warranty, starting from the earlier one of the following two dates: a. 3 months after the date of manufacture b. Date of purchase by the original consumer purchaser
Potable Solar Panel	PV400 , PV200 , PV100	12 months standard warranty, starting from the earlier one of the following two dates: a. 3 months after the date of manufacture b. Date of purchase by the original consumer purchaser
Smart Box 2	SB-S2	24 months standard warranty, starting from the earlier one of the following two dates: a. 3 months after the date of manufacture b. Date of purchase by the original consumer purchaser

* Consumers in some countries legislate against limitations on the warranty period or types of components covered by the warranty, so the limitations set out in the warranty period above may not apply if the legislation in your country does not allow it.

In order to establish the start date of the warranty period, you will need to provide one of the following as supporting documentation:

- The sales receipt from the first consumer purchase
- The product's serial number (SN number)
- Other reasonable documentary proof

Please keep these documents in a proper and safe place for future warranty service.

Warranty condition

For the Covered Products, Hinen covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions.

During the warranty period, if the equipment becomes defective and it will not be impossible or unreasonable to do so, the equipment will be, as selected by Hinen, repair by Hinen, or exchange for a replacement device of equivalent value according to model and age.

Replacement products or parts provided by Hinen may not be new, but it will be in good working order and at least functionally equivalent to the original product or part's warranty.

When the warranty involve the replacement of a product or part, the replaced product or part become Hinen’s property and the replacement product or part becomes your property.

A repaired or replaced product assumes the remaining warranty of the original product, or at least ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

This warranty does not cover superficial or cosmetic defects, dents, marks, scratches, or paint loss, which does not affect the proper function of the device, especially for warranty replacement devices.

Claims that go beyond the scope of this limited Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this limited Warranty.

In no event will Hinen be held responsible or liable for any personal injuries resulting from the use of the system, or for any other damages, whether direct, indirect, incidental, or consequential, even if Hinen has been advised of such damages.

Exclusions and Limitations

This warranty does not apply:

- a. Breaking the product seal (or opening the device) without proper approval
 - b. Non-quality related issues
 - c. Transport damage, or damaged by accident
 - d. Purchased from unauthorized distributor, unauthorized retailer, or through an online auction house
 - e. Damages caused by human factors, including use and maintenance in abnormal operating environment or not in accordance with official instructions or manuals.
 - f. Damage caused by normal wear and tear or otherwise due to the normal aging of the Hinen Product.
 - g. Damages caused by unauthorized modification, disassembly or repaired at an unauthorized Hinen repair center
 - h. Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts
 - i. Faults or damage is caused by force majeure
 - j. Products or parts with an inconsistent or broken Serial Number(SN number)
 - k. Products with an expired warranty
 - l. Lost or stolen products
 - m. Free products
 - n. Other circumstances not stated in this Policy but Hinen has reasonable ground to refuse the request.
- In addition, this warranty does not apply to battery cells, unless you fully charge and discharge the battery and then charge it to about 60% within 30 days from the date of purchase. Thereafter carry out a complete charge and discharge cycle at least every 3 months, and store the battery when it is charged to 60% SOC.

Limited to Original Consumer Buyer

This warranty is limited to the original consumer purchaser, and it is not transferable to any subsequent owner.

Paid Out-of-Warranty Repair Service

Products that meet either of the following conditions are only eligible for paid out-of-warranty repair service:

- Warranty period has expired;
- The product has any out-of-warranty condition, such as damage due to accident, abuse, misuse, or unauthorized disassembly or repair.

When you seek repair that is not covered by warranty, reasonable cost will be charged as following categories:

- a. Spare parts cost: the same part replaced in different repair cases may be quoted different price due to phase or cost of production. Repair center just provides module level repair, but not electronic component level repair, so the quotation price is based on module level.
- b. Labor cost: necessary direct and indirect labor cost, may vary according to labor force market.
- c. Logistics cost: logistics cost is based on the weight, volume and location of the product.
- d. Other costs, if any.

Hinen will not start repairing without your consent with the offered repair quotation. If you disagree with the repair quotation, you may choose not to utilize the out-of-warranty paid repair service provided by Hinen. Hinen will return your product to you and you may be required to burden the cost of return shipping cost.

How to Obtain Warranty Services

If you purchased your product from a distributor or retailer:

Contact the distributor or retailer for support and assistance, and follow their warranty service policy. They have your information and would support you directly.

If a product does not function as warranted during the warranty period, you may obtain warranty services by contacting our customer support team via service@hinen.com. You will need to provide valid proof of purchase, proof of warranty, product serial number, photo or video proof showing malfunction and other information required by our customer support team for the warranty services.

What to Do Before Obtaining Warranty Services

Before obtaining the warranty services, the following steps must be taken:

- a. Follow the service procedures and requirements specified in this Policy.
 - b. Follow instructions of Hinen customer service team and provide product defect description and information of the recipient for returning.
 - c. Remove all additional parts, alterations, and attachments not covered under warranty.
 - d. Ensure that the product or part is free of any legal restrictions that prevent its repair or replacement.
 - e. If you are not the owner of a product or part, obtain authorization from the owner for Hinen to provide warranty services.
- Hinen is not liable for:
- Loss of data incurred from use of Hinen products
 - Returning personal items sent to Hinen

Please note this Limited Warranty Policy may NOT be the latest version, please refer to the latest version of the Hinen Limited Warranty Policy by visiting our official website at [www.hinen.com].

Please fill the required information in and send to Hinen to apply for the Warranty.

End User Information

Name/Company name:	
Detailed address:	
Phone number:	
Email address:	
System location:	

Product Information

Model:	
Serial No (S/N):	
Invoice number:	
Purchase date:	
Dealer:	
Commissioning data:	

Contact us:

Headquarters

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