

SPARE PARTS KIT SYSTEM

ACCELERATE REPAIRS. REDUCE DOWNTIME. STAY READY.

Inverter Warranty Process

Every XGI 1500 inverter comes with a standard 5-year warranty. If a component fails, our Technical Support team will troubleshoot the issue. Once approved through our Return Material Authorization (RMA) process, the replacement part is shipped under warranty. This ensures quality—but may involve wait time.

WHAT IS A SPARE PARTS KIT?

The Spare Parts Kit is an optional add-on available at the time of inverter purchase. It contains pre-selected components tailored to your inverter model, designed to support fast, on-site repairs.

HOW IT WORKS

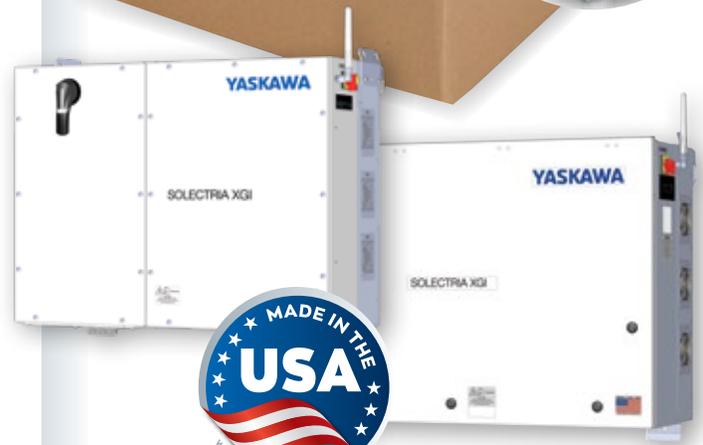
- If a part fails and is approved for replacement, you can immediately use the matching part from your Spare Parts Kit to complete the repair.
- When the warranty part arrives, simply replenish your kit to keep it stocked.
- Once installed, the part becomes covered under the inverter's warranty.
- This process ensures minimal disruption and keeps your system running smoothly.

SPARE PARTS KIT WARRANTY

- **5-Year Warranty applies to Dead on Arrival (DOA) parts only.**
- Once a part is installed, it transitions to coverage under the inverter's warranty.
- DOA parts will be replaced at no cost within the 5-year window.



SCAN TO WATCH THE INVERTER WARRANTY PROCESS AND SPARE PARTS KIT VIDEO



WHAT ARE THE BENEFITS?

- Immediate access to critical components
- Faster repairs without shipping delays
- Simplified logistics and planning
- Dual-layer warranty protection
- Improved system uptime and reliability inverter's warranty.

⚠ IMPORTANT NOTE

Repairs and part replacement are to be carried out exclusively by trained and qualified technicians to maintain safety, ensure proper installation, and preserve warranty coverage. For warranty consideration, Technical Support must be contacted to troubleshoot the issue and provide an approved Return Material Authorization (RMA) prior to any service on the inverter. Repairs completed without prior authorization may result in loss of warranty eligibility.

XGI 1500 INVERTER WARRANTY PROCESS SCENARIOS



X Bad Part / No Warranty / Missing Part ✓ Good Part / Has Warranty / Full Kit

	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6
Inverter Parts	X	X	X	X	X	X
Inverter Under Warranty	✓	✓	✓	✓	X	X
Spare Part Kit Part	No SPK	✓	X	X	X	✓
Spare Parts Kit Under Warranty	No SPK	✓	✓	X	X	✓
Kit Complete After RMAs	No SPK	✓	✓	X	X	X
Step 1	Call Technical Support.	Call Technical Support.	Call Technical Support.	Call Technical Support.	Call Technical Support.	Call Technical Support.
Step 2	Approved Return Material Authorization (RMA) under inverter warranty.	Approved RMA under inverter warranty.	Approved RMA under inverter warranty.	Approved RMA under inverter warranty.	No inverter warranty, no approval needed. May assist in troubleshooting. Customer may purchase parts, if available.	No inverter warranty, no approval needed. May assist in troubleshooting. Customer may purchase parts, if available.
Step 3	Parts shipped under inverter warranty.	Part shipped under inverter warranty.	Part shipped under inverter warranty.	Parts shipped under inverter warranty.	Purchase parts.	Approved technician replaces part. Use part from available Spare Parts Kit.
Step 4	Approved technician replaces part.	Approved technician replaces part. To expedite, grabs part from Spare Parts Kit.	Approved technician replaces part. To expedite, grabs part from Spare Parts Kit. Part is DOA.	Approved technician replaces part. To expedite, grabs part from Spare Parts Kit. Part is DOA. However, not under warranty.	Purchased parts ship.	--
Step 5	--	Replenish Spare Parts Kit with Part shipped from inverter warranty.	Call Technical Support. Approved RMA under Spare Parts Kit warranty.	Approved technician replaces part. Use part shipped under inverter warranty.	Approved technician replaces part. To expedite, grabs part from Spare Parts Kit. Part is DOA.	--
Step 6	--	--	Approved technician replaces part. Use part shipped under inverter warranty.	--	Approved technician waits for shipped purchased part and services inverter.	--
Step 7	--	--	Replenish Spare Parts Kit with part shipped from SPK warranty.	--	--	--