MCL SOLAR

Zhongshan Chengyu New Energy Technology Co., Ltd.

General Five-Year Warranty Statement

Warranty coverage and claim procedure

Warranty term

MCL Solar provides a standard five-year manufacturer's warranty for all MCL Solar products. The five-year period starts on the Bill of Lading (B/L) date for the shipment containing the product.

Coverage

The warranty covers manufacturing defects and product quality defects under normal installation and use.

How to submit a claim

The local agent or end user should email sales@mclsolar.com during the warranty period. Include the product model or identification, the Bill of Lading date or shipment reference, the installation location, a description of the fault, and supporting photos or short videos.

Diagnosis and support

MCL Solar will review the information and provide remote technical diagnosis. For a confirmed defect within the warranty scope, MCL Solar will arrange the appropriate technical support and replacement components based on the diagnosis. Where a component can be replaced locally, MCL Solar will provide troubleshooting and replacement instructions.

通用五年质保声明及索赔流程

适用于 MCL Solar 全部产品

质保期限

MCL Solar 全部产品均享有五年标准制造商质保。质保期自该产品所属批次的提单（B/L）日期起算，为期五年。

质保范围

在正常安装及使用条件下，质保覆盖制造缺陷及产品质量缺陷。

如何提出索赔

质保期内，请由当地代理或最终用户发送邮件至 sales@mclsolar.com，并提供产品型号或识别信息、提单日期或发货编号、安装地点、故障说明，以及相关照片或短视频。

诊断及售后支持

MCL Solar 审核资料并提供远程技术诊断。确认故障属于质保范围后，MCL Solar 将根据诊断结果安排相应技术支持及替换部件。对可在当地更换的部件，MCL Solar 将提供故障排查与更换指导。