PURE SINE POWER. CLEAR COVERAGE.

WeVolt Truck Pure Sine Wave Inverters

3-YEAR LIMITED WARRANTY

12V / 24V DC INPUT

3 YEAR LIMITED WARRANTY

Coverage for the power you rely on.

For eligible new WeVolt IU Series inverters. Keep your dated purchase receipt; coverage, service procedures and cost responsibilities are defined in this policy.

36 MONTHS

STANDARD TERM

From the original purchase date

PARTS + REPAIR

COVERED DEFECTS

At a WeVolt-approved service center

NO REGISTRATION

KEEP YOUR RECEIPT

Proof of purchase establishes cover

What this policy covers

Manufacturing defects

Materials and workmanship under intended use.

Clear claim procedure

Start with support@wevoltapu.com.

USA or China return routing

Destination and freight terms confirmed by RMA.

Business purchase flexibility

Order-specific terms agreed in writing.

01 / COVERAGE & ELIGIBILITY

Your cover. Clearly defined.

WeVolt Energy ("WeVolt") warrants eligible new IU Series inverters against defects in materials and workmanship for three (3) years under intended use, subject to this policy.

COVERED MODEL	NOMINAL DC INPUT	CONTINUOUS OUTPUT	PRODUCT WARRANTY
IU12-1KW	12V	1,000W	3 years
IU12-2KW	12V	2,000W	3 years
IU12-3KW	12V	3,000W	3 years
IU24-1KW	24V	1,000W	3 years
IU24-3KW	24V	3,000W	3 years

Coverage applies to the inverter

The inverter's factory-integrated electronics, fans, receptacles and control / communication hardware share the three-year term. Confirmed covered faults receive free parts and service-center repair labor. Repairs or equivalent replacements are not prorated by age during the 36-month term.

POLICY ITEM	STANDARD TERMS
Start date & proof	The original end-customer purchase date on the receipt / invoice or accepted evidence. Delayed installation does not postpone the start date.
Registration	Not required. Keep purchase records and the serial number; app activation or public reviews are not conditions of cover.
Eligible purchaser	The original purchaser of a new genuine unit from WeVolt or an authorized seller, for their own use. Includes owner-operators and business end users.
Transfer & relocation	Transfer to a later owner requires written WeVolt approval unless law provides otherwise. Proper relocation by the same owner does not itself cancel coverage.
Other products	External cables, fuses, batteries, appliances and separately sold accessories follow their own warranty. A bundle does not extend those terms to three years.

REPORT A FAULT PROMPTLY

The fault must arise during the covered term. Notify us promptly, preferably within 30 days of discovery. A timely claim remains under review after expiry; stop operation that may worsen damage.

02 / INTENDED USE & EXCLUSIONS

Protect the installation.

Intended applications include vehicle / truck eAPU power, RVs and appropriate off-grid or backup loads. Correctly mounted operation under normal road vibration is an intended use.

MATCH THE DC SUPPLY

Use the correct DC model. Operating input: **12V units 10.8-16.0V**; **24V units 21.6-32.0V**. The inverter has no input reverse-polarity protection.

KEEP AC SOURCES SEPARATE

Stay within the model label's continuous and starting-load limits. Do not backfeed or operate the AC output in parallel with a grid, generator or another inverter.

DRY, VENTILATED LOCATION

IP20 housing: protect from rain, splashes and condensation. Follow the manual's **-20°C to +60°C** operating range and **200mm** inlet / outlet clearance.

SECURE WIRING & MOUNTING

Use correctly sized cables, suitable circuit protection and grounding. Keep terminals tight, cables restrained and cooling paths clear; inspect periodically.

What is outside this limited warranty

01 / Wiring or electrical misuse

Damage from reversed polarity, incorrect voltage, overload abuse, undersized / loose wiring, inadequate grounding or AC backfeed.

02 / Moisture or contamination

Damage from water, condensation, corrosive gas, salt, oil, conductive debris or an unsuitable storage / installation environment.

03 / External events

Damage from lightning, external surges, fire, flooding, collision or other events outside a manufacturing defect.

04 / Handling or mounting damage

Damage from customer handling, removal / reinstallation, poor return packing, unsecured mounting or abnormal mechanical shock.

05 / Alterations or repair damage

Damage from incompatible modifications, settings misuse, non-approved firmware or third-party repairs. Do not open an energized unit.

06 / Maintenance and appearance

Routine cleaning / checks, cosmetic wear, scratches and ordinary wear not caused by a materials or workmanship defect.

07 / External faults or normal operation

Faulty batteries, BMS, chargers, loads or wiring. Normal ECO switching or protective shutdown is not itself an inverter defect.

08 / Unverifiable product identity

Counterfeit / stolen units, fraudulent claims, or altered records / labels that prevent reasonable verification of authenticity or eligibility.

A FAIR CAUSE-BASED ASSESSMENT

An exclusion applies when evidence links the cause to the fault. Third-party installation, parts / service or a broken seal alone do not remove unrelated cover. WeVolt explains denials and reviews additional evidence.

03 / CLAIMS & REMEDIES

A clear path to service.

Contact WeVolt before shipping or arranging repair. We may request reasonable diagnostic evidence to distinguish an inverter defect from installation, battery or load issues.

WARRANTY SUPPORT

support@wevoltapu.com

01

Send the purchase and fault records

Send the receipt / invoice, order number, model, serial number, contact details and service country. Include the fault, indicator / app messages, label and installation photos, and readings if safely obtainable.

02

Complete safe remote checks

Follow support guidance on input voltage, AC load, polarity, connections and ventilation. Use a qualified person where needed. Do not expose live conductors or open the housing for diagnosis.

03

Receive written authorization

A Return Merchandise Authorization (RMA) specifies the USA / China receiving address, packing and proposed shipping / cost allocation. It authorizes a return; final coverage follows fault assessment.

04

Return only the requested items

Follow the approved route, label the parcel with the RMA, include claim details and keep tracking. An RMA normally lasts 30 days; ask for an extension if needed. Assessment follows receipt or sufficient evidence.

We aim to acknowledge complete requests within 2 business days and provide a service estimate after diagnosis. Timing depends on shipping, parts and customs; legal duties to act within a reasonable time remain.

For a confirmed covered manufacturing defect

REMEDY	WHAT WEVOLT WILL PROVIDE
Repair or replace	WeVolt chooses free parts / service-center labor repair or a tested new / refurbished replacement with equivalent or better core function and rating. A brand-new unit or upgrade is not guaranteed.
When neither is feasible	If repair / equivalent replacement cannot be provided within a reasonable time, WeVolt may refund the inverter's actual purchase price without age-based deduction, or provide another agreed / legally required remedy.

COVERAGE AFTER SERVICE

Covered service / replacement keeps the longer of the remaining original term or 90 days from receipt, without restarting three years. Replaced items become WeVolt property. Advance replacement is discretionary and may require a deposit and return of the original unit.

04 / RETURN ROUTING & SERVICE COSTS

USA or China. Confirm first.

Returns or repairs may go to a USA warehouse or a China factory / service location. The receiving destination is assigned for the particular claim; an RMA is required.

USA RETURN OPTION

Designated receiving warehouse.

CHINA RETURN / REPAIR OPTION

Factory inspection / component repair.

Confirm before dispatch. The RMA gives the full address and payers for inbound / outbound freight, international legs, duties / tax, brokerage and handling. International costs are not universally included. Allocation depends on fault confirmation, cause, country and route; ask for clarification or an alternative before shipping.

Who pays what

CLAIM & PRODUCT / REPAIR COST	SHIPPING & OTHER COSTS
Confirmed defect / wrong delivery / delivery damage Direct retail order, reported within 30 days of delivery. Covered repair / replacement is free; wrong deliveries are corrected.	WeVolt covers pre-approved standard return and replacement freight. Use our label / approved route; faster or unapproved shipping is not automatically reimbursed.
Covered fault after the first 30 days Within three years. Covered parts and service-center repair / equivalent replacement are free.	Inbound freight: prepaid, approved reimbursement or customer-paid, as stated in the RMA. WeVolt pays standard outbound freight to the original delivery country, except international / customs charges separately stated in the RMA.
No defect found / excluded damage Diagnosis or repair fees require disclosure and approval before paid work.	Customer pays agreed freight. WeVolt explains the findings and seeks approval before paid repair.
Outside the covered term Paid service subject to parts availability and an accepted quote.	Customer pays agreed freight and other costs unless WeVolt gives a written concession.

Safe returns. Isolate DC / AC power and arrange safe removal. Use original or equivalent protective packing; lack of the original box alone does not cancel a defect claim. Protect terminals, send only requested items, keep tracking and report transit damage promptly. Use only the current RMA address.

Site costs: Removal, reinstallation, field diagnosis, travel, towing, downtime and substitute equipment are excluded unless agreed in writing or required by law. Mandatory legal rights take precedence over this page's cost allocation.

05 / RETAIL, BUSINESS & LEGAL TERMS

Terms for every purchase.

This voluntary limited warranty provides a defined product remedy. Retail return rules, business arrangements and non-waivable customer rights are addressed below.

Non-defect retail returns

Direct WeVolt retail purchases of standard new products may request a change-of-mind return within **30 calendar days of delivery**, subject to written approval. Items must be unused, uninstalled, undamaged and unmodified, with original packing, accessories and purchase proof. Custom / special-order, installed or used items are not eligible for voluntary non-defect returns; defect remedies and mandatory rights remain.

Customer pays return and actual original outbound freight. Approved **opened but unused** returns may incur up to **10% restocking**; intact factory-sealed returns and confirmed covered defects / wrong deliveries incur no restocking fee. Deductions are disclosed before approval. After inspection, approved refunds are normally processed within **10 business days** to the original payment method. Seller / marketplace non-defect returns follow that seller's policy.

B2B / FLEET / DEALER / OEM PROCUREMENT

An accepted purchase contract, quotation or warranty addendum may specify different duration / start dates, spare parts, batch-failure handling, field labor, RMA routes, freight, returns or remedies. Written terms accepted for that order govern the stated differences where lawful; otherwise this three-year standard applies. Business terms do not retroactively reduce an existing retail customer's coverage.

Limits, rights and review

Warranty limits. Where law permits, incidental, indirect and consequential losses are excluded, including lost profit / use, downtime and unrelated equipment damage. Product-remedy liability is limited to the inverter's actual purchase price; approved freight obligations and non-waivable rights remain. This does not exclude liability that law forbids excluding, including applicable liability for personal injury, fraud or willful misconduct.

Legal rights. This warranty gives you specific legal rights; other rights vary by state, province or country. Some states prohibit limits on incidental or consequential damages, so those limits may not apply. Implied warranties and mandatory seller obligations protected by law are not disclaimed or shortened.

Review / versions. Ask support to review a decision and provide additional evidence. Statutory or court remedies remain available. Only authorized written WeVolt terms modify this warranty; later revisions do not reduce coverage granted at purchase.

WARRANTOR & WARRANTY CORRESPONDENCE

WeVolt Energy - Warranty Support
1002 Keyuan South Road, Nanshan District, Shenzhen, China
Email: support@wevoltapu.com **Website:** www.wevolteapu.com
Correspondence only. The actual USA / China return or repair address is issued in the RMA. Do not ship here without authorization.