



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 related to the sale of our products.

1. Overview

1.1 Applicability

This Warranty Policy (hereinafter referred to as this “Policy”) applies to the Hinen-branded products you purchased from Hinen official channels. For purchases made through Hinen’s authorized dealers or resellers, please contact them directly, but if you direct your after-sales services request of such purchases to Hinen and Hinen agrees to receive your request, this policy applies to you. This warranty is limited to the original consumer purchaser, and it is not transferable to any subsequent owner.

1.2 Warranted Hinen Products

This Policy covers the following Hinen-branded products and accessories in the country/region where you purchase. For the Covered Products, Hinen covers all defects in workmanship and materials during the Warranty Period, provided they are used, installed, and serviced under normal application, installation, use and service conditions.

Product	Model
Portable Power Station	PS3000, PS1800, PS1000,PS600, PS300, PS200
Portable Battery	PS2500B, PS614B
Accessories:AC cable, Car charger cable, etc.	/
Portable Solar Panel	PV400 , PV200 , PV100
Smart Box 2	SB-S2

1.3 Warranty Period

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

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

Please keep these documents safe for future warranty service.

Product	Model	Warranty Period
Portable Power Station	PS3000, PS1800, PS1000, PS600, PS300, PS200	The standard warranty period is 24 months, starting from the earlier of the following two dates: a. 3 months after the date of manufacture b. The date of purchase by the original consumer purchaser
Portable Battery	PS2500B, PS614B	The standard warranty period is 24 months, starting from the earlier of the following two dates: a. 3 months after the date of manufacture b. The date of purchase by the original consumer purchaser
Accessories: AC cable, Car cable, etc.	/	The standard warranty period is 12 months, starting from the earlier of the following two dates: a. 3 months after the date of manufacture b. The date of purchase by the original consumer purchaser
Portable Solar Panel	PV400 , PV200 , PV100	The standard warranty period is 12 months, starting from the earlier of the following two dates: a. 3 months after the date of manufacture b. The date of purchase by the original consumer purchaser
Smart Box 2	SB-S2	The standard warranty period is 24 months, starting from the earlier of the following two dates: a. 3 months after the date of manufacture b. The date of purchase by the original consumer purchaser

*Some countries' consumer legislation does not allow limitations on the period of warranty or limitations on the types of components covered by such a warranty, so the limitations set out in the warranty period above may not apply if your country's legislation does not allow it.

*A replacement product or part or a repaired Hinen Product assumes the remaining warranty of the original Hinen Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

1.4 What the Warranty Services Do NOT Cover

The warranty services do not cover the following:

- * Breaking the product seal (or opening the device) without proper approval
- * Non-quality related issues
- * Transport damage, or damaged by accident
- * Purchased from unauthorized distributor, unauthorized retailer, or through an online auction house
- * Damages caused by human factors, including use and maintenance in abnormal operating environment or not in accordance with official instructions or manuals.
- * Damage caused by normal wear and tear or otherwise due to the normal aging of the Hinen Product.
- * Damages caused by unauthorized modification, disassembly or repaired at an unauthorized Hinen repair center
- * Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts
- * Faults or damage is caused by force majeure
- * Products or parts with an inconsistent or broken Serial Number(SN number)
- * Products with an expired warranty
- * Lost or stolen products
- * Free products
- * Any non-Hinen branded products or any accessories.
- * Necessary information to repair the product such as model name, serial number, defect or non-conformity description are not provided.
- * 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
- * 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.

1.5 How to Obtain Warranty Services

- * If you purchased your product from a distributor or retailer, please contact them directly for support and assistance, and follow their warranty service policy. The distributor or retailer will provide direct support based on your information.
- * 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.
- * In this Policy, after-sales services involve return & refund service, replacement service, warranty repair service and paid out-of-warranty repair service.
- * During the warranty period, if a defect occurs in the device, HINEN will, under reasonable circumstances, choose to repair the device or provide a replacement of equivalent value based on the model and usage duration.
- * When the after-sales service 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.
- * 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.
- * 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.

1.6 What to Do Before Obtaining Warranty Services

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

- * Follow the service procedures and requirements specified in this Policy and other relevant policies, such as Return & Refund Policy, Replacement Policy, Repair Policy, etc..
- * Follow instructions of Hinen customer service team and provide product defect description and information of the recipient for returning.
- * Remove all additional parts, alterations, and attachments not covered under warranty.
- * Ensure that the product or part is free of any legal restrictions that prevent its repair or replacement.
- * 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

2. Return & Refund Service

2.1 You can request Return & Refund Service

Within seven (7) calendar days of receiving the product, you are eligible for our Return & Refund Service if you meet any of the following conditions:

- The product's original packaging, accessories, gifts, and manuals are intact. The product has no manufacturing defects, has not been activated or used, and secondary sales are not affected.
- The product has a manufacturing defect.

2.2 Return & Refund Service will not be provided where

- * It is requested beyond seven (7) calendar days of receiving a product.
- * The product is returned without obtaining the Return & Refund Service confirmation by Hinen customer service team.
- * The product is not delivered to Hinen in fifteen (15) calendar days after the Return & Refund Service confirmation is sent from Hinen.
- * A valid proof of purchase and proof of warranty are not provided, or are reasonably believed to have been forged or tampered with.
- * The product sent to Hinen for Return & Refund Service does not include all the original accessories, attachments, or packaging items or such items are not in new or like-new condition.
- * Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- * Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- * The product has damage caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
- * The product is used with third-party components not approved by Hinen, or used as input or load, damage caused by reliability and compatibility problems occurs.
- * Other circumstances not stated in this Policy but Hinen has reasonable ground to refuse the request.

2.3 More information

If you purchase the product from Hinen’s authorized dealers or resellers, please contact them directly to seek the return & refund service.

3. Replacement Service

3.1 You Can Request Replacement Service

- * Within thirty (30) calendar days of receiving the product if the product has sustained a substantial damage in transit, provided with always that the damage proof by the carrier can be provided to Hinen.
- * Within thirty (30) calendar days of receiving the product if the product does not match the original description of the product in one or more significant respects.
- * Within thirty (30) calendar days of receiving the product if the product has a manufacturing defect or suffers performance failure.

3.2 Replacement Service Will NOT Be Provided Where

- * It is requested beyond thirty (30) calendar days of receiving the product.
- * The product is returned without confirmation by Hinen customer service team.
- * The product has not been delivered to Hinen in fifteen (15) calendar days after Replacement Service confirmation is sent from Hinen.
- * Valid proof-of-purchase and proof-of-warranty are not provided, or are reasonably believed to have been forged or tampered with.
- * The product sent to Hinen for replacement does not include all the original accessories, attachments, and packaging, or it contains items damaged by man-made error.
- * The product is found to have no defects or inconsistency after all appropriate tests conducted by Hinen or the repair service center authorized by Hinen.
- * Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- * The product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- * Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
- * Proof of damage during transit issued by the carrier cannot be provided.
- * When used with third-party components not approved by Hinen product parameters or certified by Hinen, used as input or load, damage caused by reliability and compatibility problems occurs.
- * Other circumstances not stated in this Policy but Hinen has reasonable ground to refuse the request.

3.3 More Information

If you purchase the product from Hinen’s authorized dealers or resellers, please contact them directly to seek the replacement service.

4. Warranty Repair Service

4.1 You Can Request Warranty Repair Service

Within the warranty period if the product has a manufacturing defect or suffers performance failure.

4.2 In the following cases, Hinen will not be able to provide free warranty services for your product during the warranty period:

- * The warranty period of the product has expired.
- * Unable to provide proof of purchase and relevant documents, or unable to prove that the product is within the warranty period.
- * Product identification information (such as barcodes, model numbers, warning icons, etc.) has been altered or worn off.
- * Unauthorized modifications to product software or hardware, use of unofficial or unauthorized accessories, third-party devices, use of the product under conditions not recommended by the official guidelines, and any damage caused by failure to follow instructions in the quick guide, user manual (or other relevant documents), improper use, maintenance, etc.
- * Damage caused by force majeure (including but not limited to earthquake, fire, flood, war, lightning strike, theft, etc.).
- * Any failure or damage to the product caused by external factors such as collisions and burns, including but not limited to exposure to high temperature and humidity, oily or smoky environment, intrusion of foreign substances (liquids, corrosive substances, oxidation, insects, sand, etc.), improper installation or operation.
- * Damage caused by repairs by persons or institutions not authorized by Hinen.
- * Natural damages to the surface of the product (abrasions, scratches, etc.) that do not affect its functionality and normal usage.
- * Unauthorized alteration of warranty cards or warranty statements.
- * The product has been found to be free from defects after all appropriate testing performed by Hinen or a repair service center authorized by Hinen .
- * Products that have been modified or disassembled without authorization.
- * Products purchased from unauthorized resellers.
- * Non-commercial versions of the product are not covered by the warranty.
- * The product has not been sent back to Hinen 15 calendar days after warranty repair confirmation from Hinen.
- * Other circumstances not listed in this Policy but Hinen has reasonable grounds to refuse the request.

4.3 More Information

If you purchase the product from Hinen’s authorized dealers or resellers, please contact them directly to seek the repair service. If you need to continue using the product during the repair period, you can negotiate with Hinen’s authorized dealers to request a replacement unit. Although the replacement unit may not be brand new, it will undergo strict inspection to ensure that it is in good working condition and at least functionally equivalent to your original product, ensuring that your usage needs are not disrupted.

5. Paid Out-of-Warranty Repair Service

5.1 Scope of the Paid Repair

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.

5.2 Charges of the Paid Repair

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

- * 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.
- * Labor cost: necessary direct and indirect labor cost, may vary according to labor force market.
- * Logistics cost: logistics cost is based on the weight, volume and location of the product.
- * 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 have the option to decline the out-of-warranty paid repair service provided by Hinen. In this case, Hinen will return your product to you, and you may be responsible for the return shipping costs.

6.The Use of Personal Contact Information

By obtaining after-sales services under this Policy, you authorize Hinen to collect, process, store and transfer your contact information, including name, phone number, shipping address and email address. We will protect the security of your information.

7. Limitation of Liability

WHEN RECEIVING SERVICE, HINEN IS RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR PRODUCT ONLY WHILE IT IS IN Hinen'S POSSESSION OR IN TRANSIT, IF Hinen IS RESPONSIBLE FOR TRANSPORTATION.

UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL Hinen, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: (a)THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; (b)SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF Hinen, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.

THE FOREGOING LIMITATION DOES NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH Hinen IS LIABLE UNDER LAW.

AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

8. Your Other Rights

The Policy is not intended to replace the laws governing the sale of consumer goods, nor the rights and privileges enjoyed by you under the laws. Therefore, it does not affect, change, or replace such rights. You may have certain additional rights with regard to warranty services according to the applicable laws of your state or jurisdiction. Nothing in this Policy affects your statutory rights, including rights of consumers under laws or regulations governing the sale of the products that cannot be waived or limited by agreement.

9. Change of this Policy

No Hinen authorized dealers, reseller, agent, or employee is authorized to make any modification, extension, or addition to this Policy. Hinen reserves the right of final interpretation of this Policy.

Hinen reserves the right to change this Policy at any time. Please refer to the latest version of the Hinen Limited Warranty Policy by visiting our official website at www.hinen.com.. A change would not affect services that have already begun.

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