

Product Warranty Policy

Thank you for purchasing solar lighting products from Jiangsu SOKOYO Solar Lighting Co., Ltd.(SOKOYO). This warranty certifies the SOKOYO Solar lighting series shall be free from manufacturer defects in workmanship and materials which occur as a result of normal use of the products and shall operate from the date of bill of lading up to 3 years(or 5 years), subject to the terms and conditions specified below.

Warranty Exclusions:

Product warranty does not cover the costs of removing and reinstalling the product (including labor), or damage to the product caused by misuse, improper installation or customer modifications. SOKOYO is not responsible for product shipping costs, incidentals or loss during the shipment to SOKOYO. Repairs or modifications to our lamp and all components by any non-SOKOYO authorized person, without obtaining written approval from SOKOYO, will invalidate this warranty.

System Components Replacement within Warranty Period:

If Sokoyo solar lamp is installed and operated according to the terms and conditions specified in these regulations, and the solar lamp system fails within the warranty period, we will provide the same or equivalent replacement parts within the warranty period and send the replacement parts back to the customer. For customers in China, Sokoyo is responsible for the freight to the customer's company; for foreign customers, Sokoyo is responsible for the sea freight.

Hereunder is common problems or trouble shooting & solutions:

Fault Phenomena	Problem Cause	Solution
LED light doesn't light up during night	Surrounding light is brighter	The light source will start automatically after the brightness of surrounding is certain dark
	Light source is damaged	Replace it with the same light source
	The output circuit is open,short, or grounded	Check the output circuit connection
	The connection between the storage battery's	Check the connection between the storage

		terminals is open-circuit	battery's terminals and make sure it is okay
Lamp works irregularly or shuts off too soon		The controller is damaged	Repair the controller or replace it with the same model controller
		The solar panel is covered by other things	Clean the solar panel
		The voltage of the storage battery is below 11.1V(22V for 24 system)	<ol style="list-style-type: none"> 1.If it is caused by too many rainy days, it will recover automatically when the sun returns. 2.Check the connection of the solar panel. 3.Check the battery connection

Special Terms and Conditions for the Warranty:

The SOKOYO Solar Lighting Series of Lamps must be installed together as a system (lamp and all components) and operated under suitable environmental conditions. SOKOYO Solar Lamps are specifically and technically designed to be installed together as a unit, and are not suggest engineered to work with any other lighting system. SOKOYO will only be responsible for SOKOYO components if purchasing and installing the Lamps or other components separately, or installing an SOKOYO Lamp or other components with a non-SOKOYO Solar system.

SOKOYO will be allowed to replace with equivalent or better when the technology changes or the old parts are absolute. Any price changes will be requoted with a new price revision.

Warranty only covers replacement of parts, does not cover any additional screening or rework without SOKOYO authorization.

Any complete system or partial parts damaged not caused by SOKOYO factory or shipping will not be covered under warranty.

Lights are to be installed in clear unshaded positions. SOKOYO will not warranty lights installed in shaded or partially shaded positions resulting in lower performance or failure of our lights.

For countries with seasonal weather, the function of our lights will be based on an approximate calculation based on the nearest city position given. Should there be slightly fewer operation hours due to uncontrollable, this will not be covered under warranty.



Warranty does not cover any other local shipping within customer country to or from the site.

Installation safety on the pole is the customer's responsibility. SOKOYO will not be liable for any safety aspect or damages due to poor installation. The customer must make proper installation with the correct foundation kit and pole sizing per SOKOYO's recommendation for each light model.

This warranty will not apply in the event of conditions demonstrating abnormal use or stress, including but not limited to: under/over voltage conditions, operating temperatures in excess of maximum rated temperatures, using the wrong lamp types, using incorrect voltages, and unnecessary switching of on-off cycles. SOKOYO reserves the right to examine all failed Lamps and/or components and reserves the right to be the sole judge as to whether any Lamps and/or other components are defective and covered under this warranty.

Replacement of Product; Limits of Liability:

THE FOREGOING SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE AND EXCLUSIVE LIABILITY OF SOKOYO. SOKOYO LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPLACEMENT OF THE SOKOYO PRODUCTS. IN NO EVENT SHALL SOKOYO BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES. SOKOYO WILL NOT BE LIABLE UNDER ANY CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT OR WARRANTY, TORT, OR ANY OF THE AFORESTATED DAMAGES, INCLUDING LOST PROFITS OR REVENUES OR ANY OTHER COSTS OR DAMAGES.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

WARRANTY DOES NOT COVER ANY DAMAGE AS A RESULT OF FORCE MAJEURE, OR OCCURRENCES FROM EXTRAORDINARY EVENTS OR CIRCUMSTANCES, SUCH AS WAR, STRIKE, RIOT, CRIME, OR AN EVENT DESCRIBED BY "ACTS OF GOD" OR "NATURAL DISASTERS", SUCH AS FLOODINGS, EARTHQUAKES, VOLCANIC ERUPTIONS, TORNADOES, HURRICANES, LIGHTNING STRIKES OR HAIL STORMS.

The above warranty terms apply to the general situation, if there are special requirements for the warranty period, it can be negotiated separately.

Jiangsu SOKOYO Solar Lighting Co., Ltd..
Warranty Service Dept.

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