

Self-registration Warranty File Process for Deye

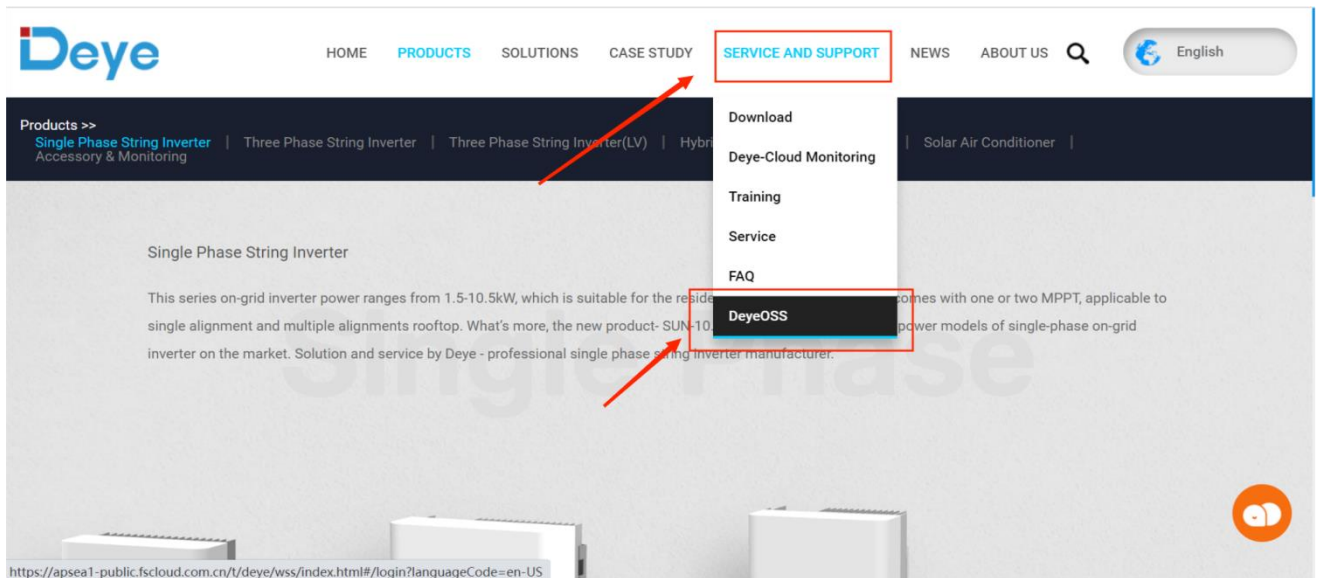
1.How to enter the account registration page

Users can register the page both by copying the URL below to their browser and by scanning the QR code on their mobile phone.

Mode a: Access via browser

Copy and paste the URL into your browser to open it, www.deyeinverter.com

Go to the homepage of the website, move the mouse to "SERVICE AND SUPPORT", click on the option under the "DEYEOSS" option to enter the registration page.

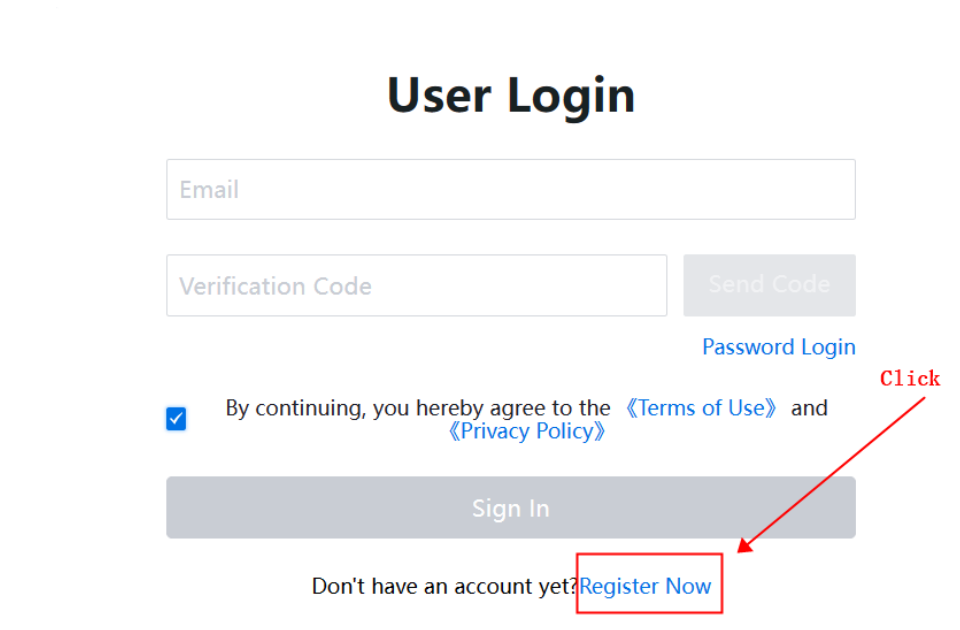


Mode b: Scan QR code on mobile phone to register

Scan the QR code below on your mobile phone to go directly to the registration page.



After going through steps a or b to the above page, click "Register Now" to enter the account registration page.



The image shows a 'User Login' form with several fields and buttons. A red arrow points from the text 'Click' to the 'Sign In' button. Another red box highlights the 'Register Now' link, which is preceded by the text 'Don't have an account yet?'.

User Login

Email

Verification Code

[Password Login](#)

☒ By continuing, you hereby agree to the [《Terms of Use》](#) and [《Privacy Policy》](#)

Don't have an account yet? [Register Now](#)

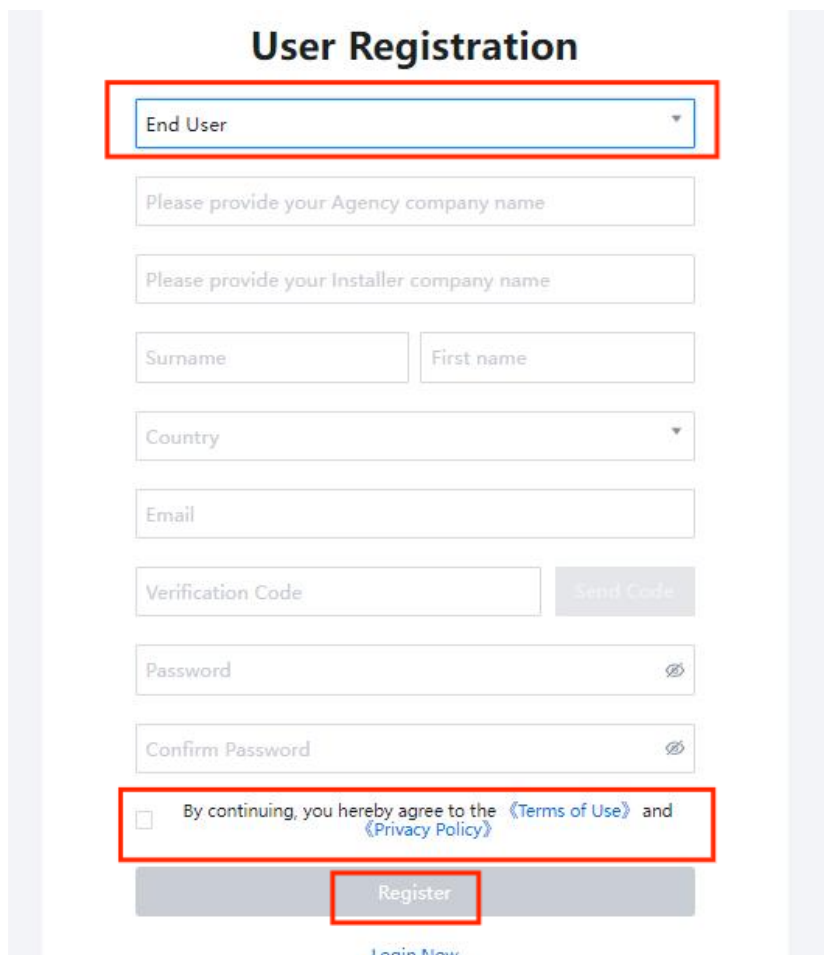
2. How to register an after-sales account

2.1 End Customer Registration

- a) Enter the information registration page, according to the actual situation and follow the relevant instructions to register real and effective information. Fill in the personal email address that can send and receive emails normally, and the binding verification code will be sent to the email address later.

NOTE: By its user type, Inverter provider company name, country, email and other key information must be filled out correctly and in detail, which will improve the quality of our after-sales service.

- b) Find the email that sends the verification code in your personal email address, and enter the code into the corresponding position. Carefully read the following warranty terms and understand his actual meaning, make sure there is no other doubt and then check the "By continuing, you hereby agree to the 《Terms of Use》 and 《Privacy Policy》 option, and then click on the "Register", the after-sales account is successfully registered. "Register", the after-sales account will be registered successfully

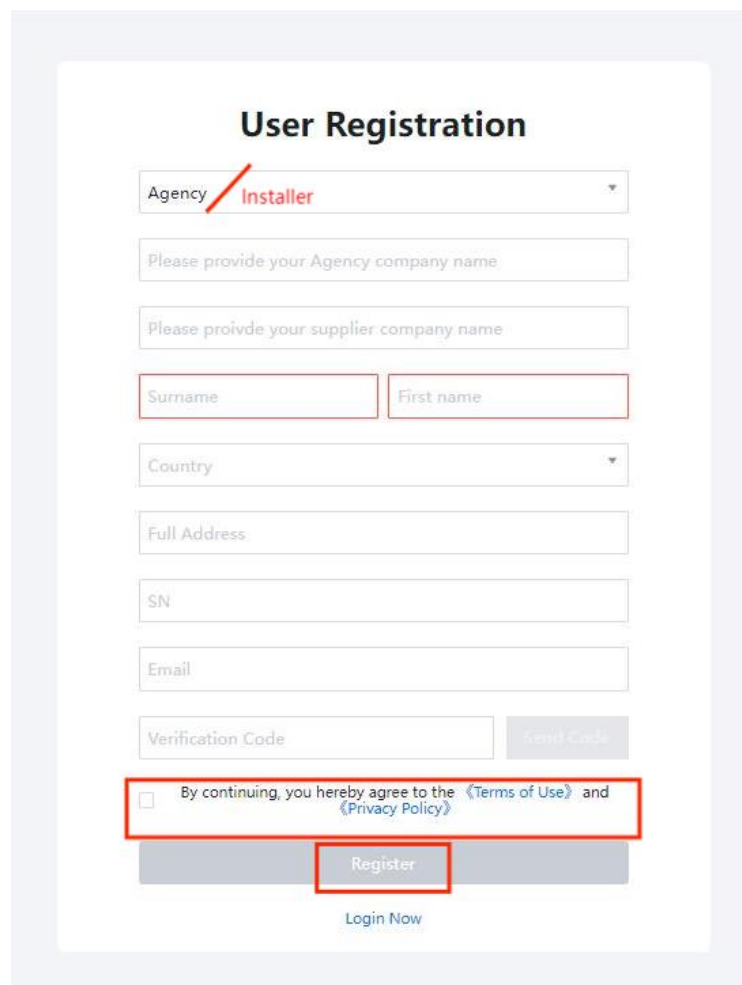


The image shows a 'User Registration' form with the following fields and elements:

- End User:** A dropdown menu, highlighted with a red box.
- Agency company name:** A text input field with placeholder text 'Please provide your Agency company name'.
- Installer company name:** A text input field with placeholder text 'Please provide your Installer company name'.
- Surname:** A text input field.
- First name:** A text input field.
- Country:** A dropdown menu.
- Email:** A text input field.
- Verification Code:** A text input field.
- Send Code:** A button.
- Password:** A text input field with a toggle icon.
- Confirm Password:** A text input field with a toggle icon.
- Agreement:** A checkbox followed by the text 'By continuing, you hereby agree to the [《Terms of Use》](#) and [《Privacy Policy》](#)', highlighted with a red box.
- Register:** A button, highlighted with a red box.
- Login Now:** A link at the bottom.

2.2 Installer and reseller registration

- a) Enter the information registration page, according to the actual situation and follow the relevant instructions to register real and effective information. Fill in the personal email address that can send and receive emails normally, and the binding verification code will be sent to the email address later.
- b) When distributors and agents register their accounts, please fill in the company's information in detail, as well as the information of the superior agent. These information will be reviewed and approved by Deye before the installer's and agent's account can be registered successfully.**
- c) Find the email that sends the verification code in your personal email address, and enter the code into the corresponding position. Carefully read the following warranty terms and understand his actual meaning, make sure there is no other doubt and then check the "By continuing, you hereby agree to the 《Terms of Use》 and 《Privacy Policy》" option, and then click on the "Register", the after-sales account is successfully registered. "Register", the after-sales account will be registered successfully.

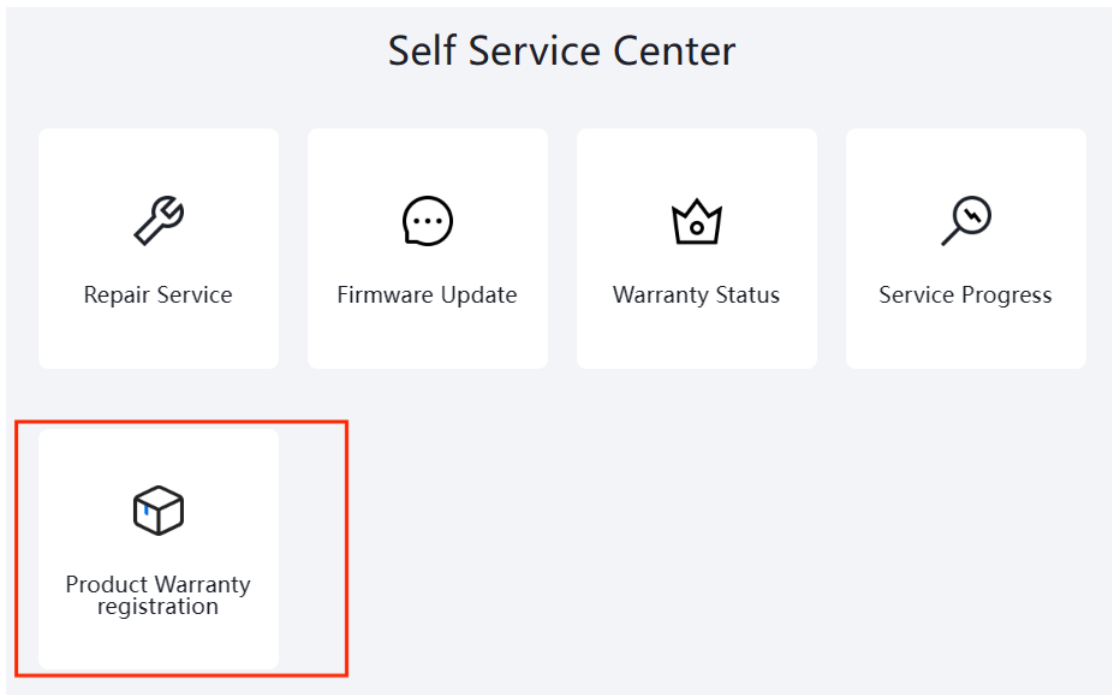


The image shows a 'User Registration' form with the following fields and elements:

- Title:** User Registration
- Agency/Installer:** A dropdown menu with 'Agency' selected and 'Installer' highlighted in red.
- Agency company name:** A text input field with placeholder text 'Please provide your Agency company name'.
- Supplier company name:** A text input field with placeholder text 'Please provide your supplier company name'.
- Surname:** A text input field.
- First name:** A text input field.
- Country:** A dropdown menu.
- Full Address:** A text input field.
- SN:** A text input field.
- Email:** A text input field.
- Verification Code:** A text input field.
- Send Code:** A button.
- Agreement:** A checkbox followed by the text 'By continuing, you hereby agree to the 《Terms of Use》 and 《Privacy Policy》'. This entire section is highlighted with a red border.
- Register:** A button.
- Login Now:** A link.

3.Product Warranty registration enrollment

Click "Product Warranty registration" under Self Service Centre to enter the device binding page.



By entering all the relevant information correctly, we will use this information to find the agent who can solve your problem when you have an after-sales problem and work out a solution for you together. If you don't know your Product Code, you can leave this field blank.

When uploading your Purchase Invoice Or Contact, please make sure that all the details of the images are clear and traceable, this is very important to us and is a strong safeguard for your rights.

Please select your product

* Required

Country *

Please select a country

Serial Number(SN) *

Please enter the product's serial number

Product Code

Please Enter The Material Code

Product Install Date *

Select the purchase date

Email *

Please enter the email

Purchase Invoice Or Contract (0 / 9)

+

This content must be uploaded as required

☐ By continuing, you hereby agree to the [Quality Assurance Agreement](#)

Submit

Once the data upload is completed, click "Submit" to complete the device registration.

Important reminders:

- 1.The end-user should register the warranty when installing the product, and start calculating the warranty time after the installation is completed.
- 2.The purchase contract and invoice are important protections for your warranty rights, please register your warranty file as soon as possible after installing the equipment to prevent the loss of important documents.