Installation Terms & Conditions

1. Scope of Installation Service

A. The installation service includes wiring Anker SOLIX Home Power Panel to the existing load center. It does not include wiring an Anker SOLIX portable power station to solar panels or photovoltaic (PV) systems. If wiring to a solar or PV system is required, the electrician reserves the right to decline the service.

B. Anker SOLIX Home Power Panel must be new, uninstalled, and unactivated before installation.

C. Homes with modified electrical circuits without proper government approval do not qualify for installation.

D. If a home is too large, which would result in excessive wiring and potential undervoltage, installation may be prevented due to non-compliance with NEC regulations.

E. In cases where unforeseen circumstances, prevent installation, Anker SOLIX reserves the right to determine the final feasibility.

F. All installation services under this Agreement shall be performed exclusively by installers or electricians. Anker SOLIX expressly disclaims any and all liability, risks, or responsibilities arising from or related to such installation services, which shall be solely borne by the electrician or installer.

2. Installation Fees and Additional Costs

A. The installation service fee listed on the official website covers labor costs. This does not include:

(i) Additional labor or materials, including a subpanel, required due to excessive distance or incompatibility between Anker SOLIX Home Power Panel and the existing circuit breaker.

(ii) Permit application fees required by local laws and regulations.

(iii) An electrician's on-site assessment fee, which will only be waived if installation is deemed suitable and the customer does not request a refund for the installation service fee.

(iv) Installation fees are non-refundable once work begins, except as required by applicable law. Removal costs for returned products are the customer's responsibility unless the return is due to Anker SOLIX's error.

B. Any additional costs and fees will be documented in a quote from the consulting electrician. Customers must pay these additional costs directly to the electrician.

3. Service Limitations and Liabilities

A. The installation service is a direct agreement between the customer and the electrician. Anker SOLIX is not a party to this agreement and assumes no liability for the electrician's pricing, workmanship, or services.

B. The electrician may refuse service based on an assessment of the property. If installation is not feasible, **the customer is responsible for the cost of the on-site assessment.**

C. If a customer chooses to return Anker SOLIX Home Power Panel after installation, the installation fee is non-refundable. Customers are also responsible for any costs related to removal.

D. If modifications to an existing rooftop solar system or home circuits lack required government approvals, installation will not be possible.

E. If excessive wiring is required due to the size of the property, resulting in undervoltage, installation may not comply with NEC regulations, and service may be declined.

4. Anker SOLIX Installation Policy

A. Anker SOLIX is not responsible for:

(i) Any damage to personal property resulting from an installation that does not meet the specified conditions.

(ii) Cleaning or disposal of debris generated during installation. Waste management is the customer's responsibility.

(iii) Modifications made to the property, such as holes drilled for installation. These are considered standard procedures and are not the installer's liability. (iv) Additional costs related to complex installation environments. Any extra charges for materials or labor must be settled directly with the electrician.

(v) Product defects or issues resulting from installation by an unauthorized installer. In such cases, the customer is fully responsible for any after-sales service or repairs.

5. Data Protection and Privacy

A. By agreeing to the installation service, customers consent to the collection and processing of personal information necessary for service completion. This may include: Name, address, contact details, and other relevant installation-related information.

B. Anker SOLIX will process personal data in compliance with applicable data protection laws and will use it only for installation service purposes.

C. Customers should not provide personal information directly to the electrician. Anker SOLIX is not responsible for any loss or damage caused by unauthorized information sharing.

6. Final Interpretation

A. Anker SOLIX reserves the right to the final interpretation of these installation terms and conditions.

B. To the fullest extent permitted by law, Anker SOLIX and its affiliates shall not be liable for indirect, incidental, or consequential damages arising from the installation service, including but not limited to property damage or loss of use, unless caused by Anker SOLIX's gross negligence or willful misconduct. Total liability shall not exceed the amount paid for the installation service.