Solinteg Warranty and Service Conditions

Wuxi Solinteg Power Co., Ltd (hereinafter referred to as Solinteg) offers the following warranty to purchasers of products:

Hybrid and Battery Inverter, On-grid Inverter, Communication module, Datalogger, Smart Meter and other accessories.

1. Warranty Eligibility

Warranty Claimant: This Warranty is extended to the original purchaser and is transferable to any subsequent holder of the devices when devices remain at their original installed location for the first time (first installation) upon satisfactory proof of succession or assignment. The persons eligible under this Solinteg Warranty are herein referred to as "warranty claimant". Other persons are not authorized to assert claims against Solinteg under this Solinteg Warranty.

Scope of Application: This Solinteg Warranty only applies to the devices which are originally purchased from channels authorized by Solinteg unless there are specially stipulated warranty terms and conditions between Solinteg and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Solinteg does not provide written confirmation/approval prior to the installation.

2. Warranty Period and Warranty Extension

Warranty Period

Product	2 years	5 years	10 years*
Hybrid Inverter (MHT-4~12K, MHT-10~20K, M2HT-5~10K)			●
Hybrid Inverter (MHS-3~8K, MHT-25~50K, M2HS-3~6K, M2HT-25~50K, M2HT-75~125K)		●	
On-grid Inverter (OGS-1.5~3.3K, O2GS-1-3K, OGS-3.6K~6K, OGS-7~10K, OGT-5~25K(-P))			●
Communication module (WIFI/LAN/GPRS/4G module/DUOCOM/R2MD)	●		
Datalogger, Smart Meter (RMM, RMK, RMP, RML), other accessories	●		

When the aforementioned warranty period differs from the one provided by sales order, warranty period is subject to the signed sales order.

Warranty Effective Date starts from the 180th day from the date of the product shipment from Solinteg factory, or the installation date, whichever is earlier.

10 years* warranty includes 5 years standard warranty + 5 years parts warranty.

5 years parts warranty only covers the hardware material costs required to restore the equipment to operational condition. It excludes any transportation costs or labor costs for replacement/on-site services.

Warranty Extension

Besides providing the above warranty, we offer warranty extension options for all our products, available for purchase from authorized distributors. The limited warranty extension of 5, 10, 15 years depending on inverter model, which can be acquired through Solinteg authorized dealers or our online purchasing channels.

Conditions of Warranty Extended application:

Hybrid inverters: within 12 months since the inverter's production date (or 9 months since the first installation date).

On-gird inverters: within 24 months since the inverter's production date (or within 18 months since the first installation date).

Accessories including datalogger, smart meters, communication modules, and others are not eligible for warranty extension.

Unless there's a specific or exclusive agreement between Solinteg and the customer, the scope of extended warranty only

covers the hardware material costs required to restore the equipment to operational condition. It excludes any transportation costs or labor costs for replacement/on-site services. All other expenses, including but not limited to direct or consequential losses due to equipment failure or malfunction of photovoltaic equipment, or electrical losses incurred during product downtime, are not within Solinteg's coverage.

3. Warranty Coverage

3.1. Geographic Scope of Application

The scope of obligations of this Solinteg Warranty is provided in the following support countries and regions, however excluding their associated islands and overseas territories:

Austria	Andorra	Belgium	Bulgaria	Canada
Croatia	Czech Republic	Denmark	Estonia	Finland
France	Germany	Greece	Hungary	Italy
Latvia	Lithuania	Liechtenstein	Luxembourg	Malta
Monaco	Netherlands	Poland	Portugal	Republic of Ireland
Romania	Slovakia	Spain	Switzerland	South Korea
Sweden	Slovenia	United Kingdom	United States of America	West Cyprus

3.2. Specification of Obligations

This Solinteg Standard Warranty covers the costs incurred for a replacement device of equivalent value in regard to product type, rated output power class or age as well as its shipping and the return of the defective device during the defined warranty period as part of and in accordance with the conditions stipulated herein from the date the warranty period begins.

Alternatively, Solinteg reserves the right to repair the defective device at Solinteg's premises or, in exceptional cases, have it repaired on site by Solinteg or a service partner appointed by Solinteg.

If a device becomes defective, Solinteg (at its sole discretion) will

- replace the defective device or defective assembly on site or have it replaced by a service partner appointed by Solinteg (when Solinteg reasonably concludes that the geographical area in which the system is operated is deemed too risky to render on-site services, Solinteg's obligations to render these services for said area are suspended for the period in which such risk is reasonably deemed to exist).
- and, in the event that an installer performs the exchange using the replacement device or, if applicable, the components, provided by Solinteg, will credit the installer with a service discount upon receipt of the defective device or components. The service discount is calculated per replaced inverter or per replaced assembly; this is a fixed amount that may be inquired from Solinteg.

In any case, the warranty claimant must accept a replacement device even if it has cosmetic defects that do not affect energy production or safety compliance. Solinteg will, at its sole discretion, use new and/or equivalent to new devices or parts in the original or the improved design.

If the device is replaced in the warranty period, the remaining warranty of faulty devices will be automatically transferred to the newly replaced devices.

If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, Solinteg will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

3.3. On-site service labor costs

If Solinteg decides to repair the defective device or, if applicable, the defective assembly on site (replacement by Solinteg or

a service partner appointed by Solinteg), the Solinteg Standard Warranty includes the costs for materials and labor to repair the device as well as the costs for removal and replacement of the part or replacement device, provided however that the device is installed at ground level or a safely accessible level rooftop, as well as the costs for transportation, export certifications, inspections, and customs duties for parts replaced or returned or for devices. No other costs - including, but not limited to, costs to safely access devices installed on slanted rooftops, or for lift equipment, travel or accommodation costs, the costs of the warranty claimant's own employees, or the costs of third-parties that have not been authorized by Solinteg — are covered by the Solinteg Limited Standard Warranty.

Solinteg will also retain ownership of an assembly until it receives the defective assembly.

4. Warranty Exclusions

Any circumstances disclosed in the list below are not covered by Solinteg warranty terms and conditions:

1) Device without any Solinteg Mark.

2) Device warranty is expired (unless warranty extension agreements signed between each other).

3) Damages or failures caused by using the components or firmware which are not from Solinteg, such as not using the original connectors from the accessory box.

4) Damages or failures caused by operation, repair, disassembly or modification operated by non-authorized person.

5) Damages or failures caused by the operation or using scope beyond the relevant national standards or industry standards and any installations or operations violated Solinteg specified installation circumstances.

6) Deliberately ruin, make an indelible mark or steal etc.

7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, overvoltage, lightning, fire and pests etc.

8) Other not caused by Solinteg products quality damages.

9) Damages occurred in transit.

10) Insufficient ventilation affects the heat dissipation of the inverter.

11) Normal wear or aging, surface defects, dents or scratches.

12) Defects of product arise due to renewal of the national or regional laws or regulations.

13) Accessories and consumable parts, including but not limited to cables, connectors and tools, are not covered by the warranties and services set out above.

14) The warranty claimant does not adhere to the warranty claim procedure detailed in "5. Warranty Claims Procedure" to assert claims against Solinteg.

15) Connected to the battery not involved in "Compatibility List of Battery for Solinteg Hybrid Inverter" released by Solinteg Ecological Product Department.

16) Please read the relevant documents carefully before adopting Solinteg export-limit strategy. A small amount of power is likely to feed into the grid in practice, therefore make sure that the permission to feed-in has been obtained from local regulator or authority in advance. Solinteg won't take any responsibility for the risk or penalty caused by the aforementioned scenario.

5. Warranty Claims Procedure

Solinteg provides solutions for technical enquiries or problems relating to the devices under warranty by telephone (+86 510-6822-2550) or e-mail (service@solinteg.com).

If the device fails, please provide the following information and RMA report authorized by Solinteg service team (this information will help the after-sales team to deal with the problem):

1) Device model name and serial number.

2) Purchasing receipt or invoice.

3) Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.

4) Battery system configuration information such as battery brand, battery type, battery connection method, battery voltage etc.

5) Device fault message (incl. fault code, fault pictures, Indicator status) and other describable information of the fault.

6) Device historical fault information (if has).

Remote Technical Support includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Solinteg products. And when we do the maintenance of the device, Solinteg may update or restart your system.

If the device fails or does not work due to technical defects or material problems during the warranty period, Solinteg will provide the replacement components or device.

In any case, product replacement needs to be approved by Solinteg service team. Replacement of the product without Solinteg's consent will invalidate the relevant claim.

Please ensure timely backups of operational data of the devices. Solinteg will not be responsible for any data loss that may occur during the aforementioned equipment maintenance procedures

6. Warranty Registration

It's recommended to register the warranty within 30 days after product commissioning, but no more than 180 days. If registration is not completed by the deadline, the product warranty will be automatically activated in the 180th day from the shipping date.

7. Product Applicability

The design of products covered by this Warranty complies with the common safety and grid-connection standard. Solinteg respects local safety standards and regulations. As local safety standards and regulations vary according to different installation locations, Solinteg cannot guarantee that products meet all applicable requirements for each installation location. Customers shall be responsible for checking and verifying their corresponding national and local laws and regulations to ensure that the product will be purchased, shipped, installed and operated in compliance with local safety standards and laws before purchasing the product.

8. Out of Warranty

In case a warranty claim is reported which shows not to be valid, the costs incurred by Solinteg due to this non-applicability of warranty claim shall be covered by User unless this non-applicability was not visible for User according to given circumstances and User has evidence to prove warranty claim.

As for the service for the Products out of warranty, Solinteg can provide certain after sales service to User upon the written request addressed to Solinteg Authorized Service Partner, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by User. In case that User gives written notice to request the service out of warranty, User shall provide detailed description of defects so that Solinteg Authorized Service Partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will Solinteg be liable for the service out of warranty, and this Clause will not constitute the promise of Solinteg to provide such service out of warranty.

9. Final Validity

Unless otherwise specified herein, to the extent permitted by applicable law, the Solinteg Warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied.

To the extent permitted by applicable law, Solinteg expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Solinteg cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranties as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Solinteg and/or Solinteg Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

The rights mentioned in this Solinteg Warranty reflect the exclusive rights of the warranty claimant in accordance with this Solinteg Warranty. No other claims — including, but not limited to, claims for compensation for direct or indirect damage caused by the defective device, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits — are covered by the Solinteg Warranty.