

## AUXSOL Factory Warranty (Global)

### Equipment Standard Service Terms

1) Applicable equipment: Grid-connected inverter, Hybrid inverter and Accessories (Datalogger, meters, CT)

Note OEM products are not applicable with this warranty terms & conditions. Warranty for OEM product should comply with the contract.

2) The warranty terms and conditions apply only to equipment originally purchased from AUXSOL and its dealers, sold and installed at the destination specified in the electronic purchase invoice (Nfe), which contains the equipment's serial number, except there are warranty terms and conditions directly agreed between AUXSOL and the buyer.

Note: All external and ancillary parts and units (eg. Monitoring/Comm devices, batteries, hardware/software controllers etc) installed with inverters by third parties are excluded from the warranty.

3) AUXSOL will provide detailed operation and maintenance manuals for each supplied equipment.

4) Customers must properly keep electronic purchase invoices as a guarantee basis for maintenance.

### Quality Assurance Policy

Applicants can give priority to contacting the inverter installer or the corresponding dealer. If the applicant cannot get support from them, or is not satisfied with their service, the applicant can directly escalate the customer complaint to the following email: [service@auxsol.com](mailto:service@auxsol.com)

Warranty commitment: The grid-connected inverter has a period of 120 months (10 years), high voltage hybrid inverter has a period of 120 months (10 years), low voltage hybrid inverter has a period of 60 months (5 years); the period of accessories (Datalogger, meter, CT) is 24 months (2 years).

The warranty will be triggered on the earlier of the following two circumstances:

- 1) Date of first installation of the product.
- 2) 6 months from the date of production. (Product received) Warranty claim: Generally, serial number (S/N) must be provided in order to claim warranty.

This Limited Warranty terms and conditions only apply for the products which are originally purchased from AUXSOL's authorized channels and installed in the destination defined (refer to Commercial Contract with AUXSOL). For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from AUXSOL prior to the installation.

### Way of warranty application

In order to provide timely, efficient and high-quality services, AUXSOL cooperates with dealers and installers across the world. Please feel free to ask them for help and make a warranty claim;

According to AUXSOL's warranty terms, if the equipment is damaged or malfunctions, the customer must provide the following information and documents:

- 1) Information about all defective products, including product model number, serial number, installation date, and failure date. All applications should be made within one month from the date of failure.
- 2) Copy of inverter invoice, installation report, etc.
- 3) Installation information, including PV panel brand and model if the defective product is an energy storage system, the battery brand and model must also be provided

All rights reserved by AUXSOL. This information is subject to changes without notice.



- 4) Fault name, code and related on-site information.
- 5) The inverter's historical error information.
- 6) A description of the actions taken before and after the failure, together with the corresponding results and details of previous applications (if applicable)

AUXSOL can arrange an on-site inspection to identify the root cause of the failure. and the customer will provide convenience for such inspection within a reasonable range. The applicant is responsible for granting access, scheduling, and ensuring the safety of the inspection.

## **Warranty Action**

If a claim is received during the warranty period and AUXSOL determines that the reported defect falls within the scope of the limited warranty, AUXSOL will notify Buyer accordingly and AUXSOL may, in its sole discretion, take any of the following actions:

- 1) Fix the problem by changing parameter configuration or updating software.
- 2) Repair by replacing spare parts.
- 3) Provide replacement products; functionally equivalent to the user's defective equipment (AUXSOL reserves the right to decide to replace it with a new machine or a repaired machine).
- 4) Return the device to AUXSOL or an authorized repair facility for repair.

Engineers that has been trained by AUXSOL to perform an assembly replacement, AUXSOL reserves the right to send an assembly in place of a replacement.

If the device is replaced during the warranty period, the remaining period will automatically transfer to the replacement device. In this case, the customer will not receive a new warranty certificate. If less than one year (1 year) of warranty remains after replacement, the warranty will be extended to a full one year (1 year). If the device or its parts are to be sent back, they must be in their original form or packaged in the same way.

RMA ("Return Merchandise Authorization") decisions can only be made by AUXSOL or its authorized partners. When AUXSOL calls the RMA procedure, AUXSOL or its authorized partners will instruct the buyer on how to pack and ship the product or parts to the designated location. AUXSOL or its authorized partners will deliver the repaired or replaced products or parts to the buyer at the buyer's designated location. AUXSOL only bears the cost of replacement, and other costs incurred will not be borne by AUXSOL.

If it turns out that the problem was caused by a faulty installation, AUXSOL reserves the right to contact the original installer and ask them to provide a solution to resolve the problem before AUXSOL intervenes, and if the original installer fails to provide an appropriate solution to resolve the issue, the original installer may be charged follow-up fees.

All parts of products or other equipment replaced by AUXSOL or its authorized partners will become the property of AUXSOL.

**Warranty Limitations**

This Limited Warranty will not apply if: (a) Buyer breaches the General Terms and Conditions of Sale or any other agreement governing the purchase of the Product, or (b) the Product or any part thereof:

Warranty terms do not include:

- 1) Products without Nfe or serial number
- 2) Products with missing or damaged seals
- 3) Access, manpower, transportation costs (failures not caused by the inverter itself)
- 4) Claims by third parties other than the owner
- 5) Failure caused by using installation accessories not provided by AUXSOL
- 6) Customs duties, import and export fees or costs, and other related administrative expenses
- 7) Damage caused by misuse, abuse, accident, neglect or failure to maintain the product
- 8) Damage caused by modifications, changes or attachments without AUXSOL's prior written authorization
- 9) Damage caused by failure to comply with applicable safety regulations governing the correct use of the product
- 10) Failure to install or operate in strict accordance with the documentation, including but not limited to failure to ensure adequate ventilation for the product described in the AUXSOL documentation
- 11) Open, modify or disassemble the machine in any way without AUXSOL's prior written consent
- 12) Use in conjunction with equipment, items or materials not permitted by contrary to local codes and standards
- 13) Damage caused by software, interfaces, parts, consumables or other products not provided by AUXSOL
- 14) Damage caused by improper site preparation or maintenance or improper installation
- 15) Damage or inability to use due to power surges, lightning, fire, flood, pests, accidents, acts of third parties, direct exposure to seawater or other events beyond AUXSOL's reasonable control or abnormal operating conditions
- 16) Damage caused during or in connection with Buyer's arrangements for shipment or transportation to or from Buyer
- 17) Damage caused by other system components
- 18) The product is out of warranty (excluding additional extended warranty contracts)
- 19) If the product was not originally purchased from AUXSOL or an authorized AUXSOL dealer
- 20) Any product described as "undisplayed" or "reconditioned" on the quotation or delivery note
- 21) For any other malfunction that does not affect the essential performance of the product, notwithstanding the presence of any external scratches or stains, or natural mechanical wear and tear that does not represent a defect or normal wear and tear
- 22) During the warranty period, the product fails due to changes in local certification requirements
- 23) The customer fails to pay the amount due or returns the defective product (if the customer fails to pay the amount due in full as required by AUXSOL or fails to return the defective product as required by AUXSOL, AUXSOL has the right to reject the customer's quality assurance request to the extent permitted by applicable law)

## AUXSOL

- 24) Improper handling, transportation, storage, or repackaging by anyone other than AUXSOL
- 25) Failure to return the replaced Products to AUXSOL or the authorised reseller in time
- 26) Failure to meet system requirements, including but not limited to ambient environment or external electricity parameter settings, as stated in any applicable written documents
- 27) Improper system design, including insufficient protection from lightning or other environmental conditions
- 28) Failure to have the Products installed correctly by a local grid company qualified installer and as per the installation instructions supplied with the Products or installed by AUXSOL or the authorised reseller
- 29) Movement of the Products for any reason after they have been installed (regardless of whether the Products are subsequently reinstalled or moved back to the same location) unless the Products are reinstalled at the same location by a qualified installer and they are stored during any interim period in accordance with the Product manual
- 30) For the products equipped with the SPD module, when the lightning is beyond the SPD's protection range, it won't be able to protect the inverter and the AUXSOL's factory warranty does NOT cover the inverter or accessory damage caused by such lightning
- 31) The Limited Warranty does not apply to ancillary components (i.e. cables, breakers, fuses, wires and connectors)
- 32) Faults or damage caused by other factors not related to product quality issues
- 33) Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without AUXSOL's written confirmation/approval prior to the installation
- 34) Accidents and external influences
- 35) Product failure is not reported to AUXSOL within one month of appearance
- 36) Please kindly notice that if any AUXSOL products are used for the purpose of an anti-feedback solution, the manual of the anti-feedback products must be read in advance to ensure the operating principle of anti-feedback has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of AUXSOL anti-feedback products. Any photovoltaic plants in which AUXSOL products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, AUXSOL shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of AUXSOL products. In the event that the photovoltaic plants have reported the use of AUXSOL products, the liability of AUXSOL shall not exceed the total amount of the Purchase Order of the relevant products
- 37) The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from AUXSOL
- 38) The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty

## Application for extended warranty

In addition to the limited warranty that comes with inverter products by default, AUXSOL also offers warranty extension options for inverters purchased through authorized distribution channels. Limited warranty extended to 15, 20 years. Any inverter can be purchased from an authorized AUXSOL dealer and is only valid on request within 12 months of the date of first installation. For extended warranty price list, please contact AUXSOL.

Unless there is a special agreement between AUXSOL and the customer, the warranty only covers the cost of hardware materials required to make the equipment operational again. It does not include any inbound/outbound shipping costs or labor costs for replacement/field service. All other expenses, including but not limited to direct or indirect damages caused by defective equipment or other facilities of the photovoltaic system, or loss of power incurred during product downtime, are not covered by AUXSOL's warranty extension.

## Others

Only the buyer who purchases a AUXSOL product for the first time and puts it into use, and the buyer who obtains the entire installation site from the first-time buyer, or its technical representative, can make a claim against AUXSOL during this warranty and extended warranty periods.

V1.2: 30<sup>th</sup>. Dec 2024