

Hoymiles Warranty Terms & Conditions

(For Australia & New Zealand Only)

- Administered by Hoymiles Power Electronics Inc

This policy governs the exchange program for Hoymiles HYBRID INVERTER and the Communication Module covered by Hoymiles' warranty. Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Hoymiles may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

1. Warranty Claims

The limited warranty period for Hybrid Inverter is 10 years (120 months)..

The limited warranty period for Communication Module is 2 years (24 months).

- The effective warranty period starts from the earlier of
- (1) 10 months from the date the products are shipped from Hoymiles,
- (2) the installation of the product.

PLEASE NOTE, THIS WARRANTY POLICY IS LIMITED TO THE HOYMILES HYBRID-INVERTER ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES WITH A HOYMILES HYBRID-INVERTER PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

- The warranty effective date refers to the date of invoice commencing, 10 months after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.
- The Warranty is applied to the original Hoymiles product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to inverters installed by a suitably qualified professional. The warranty policy will be rendered invalid where inverters are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact Hoymiles at service@hoymiles.com with the authorization email from the previous owner.

Note:

If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. Hoymiles will work directly with the installer to replace a faulty inverter if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

2. Limited Liability

Subject to the conditions set out below Hoymiles warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted.

Claims that relate to defects that are caused by the following factors are not covered by Hoymiles' warranty obligations:

- a. Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding etc.)
- b. Improper or non-compliant use.

- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment
- f. Damage during transportation.
- g. Unauthorized repair attempts.
- h. Unauthorized removal and reinstallation.
- i. Normal appearance wear, including discoloration and scratches.
- j. Defects that have no impact on the power generation after two years from the effective warranty date, including LED indicator failure.
- k. Damage caused by defects of other components in the solar power system.

Furthermore, if the original identification marks (including trademark and serial number) of such product have been defected, altered, or removed. The limited warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. The limited warranty does not extend beyond the original cost of the Hoymiles products.

This warranty does not extend to parts materials or equipment not manufactured by Hoymiles in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Hoymiles.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as Hoymiles is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

Hoymiles shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, and the remainder Warranty is more than (\geq) 6 months (refer on the date that Hoymiles received the complaint), the remainder of the Warranty period will be transferred to the replacement product. If the remainder Warranty is less than ($<$) 6 months, the replacement product will cover by a 6 months' warranty count from the date that Hoymiles dispatch the replacement/repared inverter. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

3. Product Repair On-Site

If Hoymiles decides to repair the defective device on site (repair by Hoymiles or a technical engineer authorized by Hoymiles), then Hoymiles will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. No other costs - including but not limited to transportation, inspections, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, or the costs of third-parties that have not been authorized by Hoymiles.

4. Exchange Service

Any inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to Hoymiles for an exchange to be affected under this policy:

Inverter data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentation including:

1. Copy of original purchase invoice.
2. Detailed information about the entire system (e.g. system schematic).
3. Documentation of previous claims/exchanges (if applicable).
4. RMA (Template will be provided by the Hoymiles Technical Service Center).

Hoymiles reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of an inverter, you must contact the Hoymiles Technical Service Center.

E-mail: service@hoymiles.com

5. Hoymiles Responsibility

Upon receipt of the required information listed in Section 4, and after attempts to correct the problem with the customer's assistance, Hoymiles will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. Hoymiles will dispatch a replacement inverter within to the specified customer or installer location. Following the receipt of the replacement inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter if it's required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. Hoymiles reserves all rights to collect all allegedly faulty inverters if it's necessary. A qualified installer must be available for the inverter exchange and re-commissioning.

6. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the Hoymiles Service Center in order to limit the return of non-faulty equipment. The Hoymiles Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further replacement unit, the installer must first contact the Hoymiles Service Center and fulfill the installer's responsibilities under Section 4 of this document.

During inspection by Hoymiles, if the allegedly faulty inverter is found by Hoymiles to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the inverter, a correctly issued receipt, and a valid case number for the inverter (as provided by the Hoymiles Technical Service Center). In all instances, the installer must send the required items to a Hoymiles local warehouse or the warehouse of a local distributor.

7. Inspection Charge for Inverters Not Found Defective

If an allegedly faulty inverter is returned to Hoymiles pursuant to this Policy, and is found by Hoymiles to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in Section 2, Hoymiles reserves the right to apply a flat-rate inspection charge of USD100 (outside of Europe) or EUR100 (Europe) per unit, plus shipping and packaging costs.

8. Inverter Replacement Procedure

Hoymiles must be provided with the relevant documentation as shown in Section 4. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

- a) The installer must contact the Hoymiles Service Centre and supply the required information as shown in Section 4.

As outlined in Section 6, the installer will liaise with Hoymiles Service Centre to try and find a solution without the need to exchange the inverter.

- b) If the inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will raise and create a case number for the inverter and communicate this with the installer.
- c) Hoymiles will dispatch a replacement inverter within 3 working days of the case number being created. The inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d) The installer will install the replacement inverter and use the packaging to repack the faulty inverter.
- e) For the faulty inverter that required returned by Hoymiles, Hoymiles will cover the costs of collection and shipment of the faulty inverter back to Hoymiles as detailed in Section 5, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty inverter is not returned within 10 working days from receiving the replacement inverter, Hoymiles reserve the right to invoice the relevant installer/distributor for the cost of the inverter.
- f) In Terms of missing defective inverter that is required return by Hoymiles, Hoymiles reserve the right to invoice the relevant installer/distributor with the value of 80% of FOB price.

9. Australian Consumer Laws

If you acquire the product from an Authorized Reseller, the Australian Consumer Law applies;

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

The consumer benefits as provided by this warranty are in addition to any other rights and remedies available to the Australian consumer under law in relation to the goods or services which the warranty covers.

10. Hoymiles Contact

Address: Floor 6, Building 5, 99 Housheng Road, Gongshu District, Hangzhou 310015 P. R. China

Tel: +86 571 2805 6101

Email: service@hoymiles.com

Website: www.hoymiles.com

11. Local Distributor Contact:

Company Name: HOYMILES POWER ELECTRONICS PTY LTD

Address: Unit 1 174 HAMPDEN RD NEDLANDS WA 6009, Australia.

Tel: 0498353593

Email: service.au@hoymiles.com

Website: www.hoymiles.com/au/