

Hoymiles Battery Series Warranty Terms & Conditions

- Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles battery series (HBX-LV-G1) covered by Hoymiles' limited warranty (the "Exchange Program"). Parties participate in the Exchange Program shall abide by the procedures and requirements set forth in this policy. Hoymiles may, at its sole discretion, reject the exchange of any battery that is not returned as required in this policy.

1. Warranty Claims

1.1 Standard Product Warranty

The standard product warranty period for HBX-LV-G1 is Five (5) years from the Warranty Effective Date.

Hoymiles warrants that the hardware of electronics and enclosure (including battery cover, enclosed micro circuit breaker if applicable, and BMS PCBA) will be free of defects caused by improper workmanship or defective materials.

1.2 Standard Performance Warranty

Hoymiles warrants that the battery system retains either Seventy Percent (70%) of Designed Energy for Ten (10) years, or for a Minimum Through Output Energy which is calculated from the Warranty Effective Date

The Minimum Through Output Energy means the total output energy of the product recorded in the control module of the product.

The Usable Energy and Minimum Through output Energy for each product model are set out in the table below:

| Model No. | Designed Energy (kWh) | Usable Energy (kWh) | Minimum Through Output Energy (MWh) |
|-----------|-----------------------|---------------------|-------------------------------------|
| HBX-LV-G1 | 10.24 | 8.93 | 32.59 |

1: 90% DoD with 97% Round Trip Efficiency. Usable Energy (kWh) is measured using the testing conditions and methods in Appendix A

2: In ten years, the total yield energy calculated based on Usable Energy. This number is calculated based on condition @ T=25 deg C, 0.5C/0.5C charging and discharging at roughly 1 cycle per day.

NOTE: THIS WARRANTY POLICY ONLY APPLIES TO THE HOYMILES BATTERY SERIES. FOR ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES TOGETHER WITH A HOYMILES BATTERY, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

1.3 Warranty Effective Date

The effective warranty period starts from whichever of the following dates is earlier: (1) 6 months of the date the product is manufactured by Hoymiles; or (2) the product installation date.

This warranty applies to the original Hoymiles product purchaser and is transferable only if the product remains installed in the original location. The warranty policy is invalidated if batteries are sold secondhand through unlicensed sales channels. To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to service@hoymiles.com.

Note:

If you are an end-user, please contact your distributor/installer first if a warranty issue occurs. Hoymiles will work directly with the installer to replace a faulty battery if 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 cost of installation and commissioning. If the original installation company has ceased trading, please contact a qualified installer to arrange an on-site inspection.

2. Warranty Conditions

The above warranty terms are subject to the following conditions:

- a. The battery system defect occurs within the warranty period as determined above;
- b. The battery system must be installed by a certified battery installer and the Installation Guide correctly followed;
- c. The purchaser must correctly operate and use the battery system according to the User Manual;
- d. The purchaser must provide proof of the original purchase of the battery system;
- e. The purchased Battery System must be installed within 6 months of the Invoice Date. The installer must inform Hoymiles sales staff via email, and a proper inspection of the product is required according to Hoymiles guidance;
- f. The charging temperature of the battery system must NOT exceed -5°C ~ 50°C, its discharging temperature must NOT exceed -20°C ~ 50°C, and the system must not be installed in direct sunlight. The Battery System must be installed in a ventilated area in accordance with the requirements of the User Manual and Installation Guide;
- g. This Warranty covers a capacity equivalent to one full cycle per day. The Battery System is not suitable for supplying life-sustaining medical devices or automotive applications;
- h. All Battery Systems require an internet connection for monitoring. The warranty policy may become null and void for Battery Systems that fail to meet this condition;
- i. Where a product or part thereof is replaced or repaired under this Warranty, the remainder of the original Warranty period will apply. Replacement products or part(s) do not carry a new voluntary warranty.

3. Warranty Applicability Limitations

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

- a. Force majeure events, including but not limited to storm damage; lightning strikes; over-voltage; fires; thunderstorms; flooding; civil unrest, conflicts, or government intervention; strikes; embargoes, market conditions; or other events outside the reasonable control of Hoymiles;
- b. Improper or non-compliant use;
- c. Improper installation, commissioning, start up, or operations (that do not follow the guidance detailed in the Installation Guide 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 change to the original identification marks or Quick Installation Guide;
- h. Unauthorized repair attempts;
- i. Unauthorized removal and re-installation;
- j. Normal wear to appearance or cosmetic or superficial defects, dents, marks, or scratches that do not affect the proper function of the product;
- k. Defects that have no impact on power generation;
- l. Damage caused by defects of other components in the battery system;
- m. Failure to comply with safety regulations (VDE, IEC, etc.);
- n. Products purchased from an unauthorized dealer, distributor, or retailer;
- o. Theft of the product or any of its components;

- p. Any defects that occur when the battery system warranty period has expired (excluding additional agreements of warranty extension);
- q. Product failure is not reported to Hoymiles within one month of its occurring;
- r. Original identification marks (including the trademark and serial number) of the product have been altered or removed.

The limited warranty does not cover costs related to the removal of the faulty product and installation of the replacement, or troubleshooting of the customer's electrical systems. The limited warranty does not extend beyond the original cost of the Hoymiles product.

This warranty does not extend to parts, materials, or equipment not manufactured by Hoymiles where the customer is entitled to a warranty or guarantee given by the manufacturer to Hoymiles.

Claims by the purchaser that go beyond the warranty terms set out herein are not covered by the warranty in so far as Hoymiles is not subject to statutory liability. In such cases, please contact the company that sold the product. Final claims in accordance with the law regarding product liability remain unaffected.

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

Any defects that occur after the warranty period ends or that occur within the warranty period but are categorized as a warranty exception are deemed by Hoymiles to be out-of-warranty cases. For all out of warranty cases, Hoymiles may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of the following:

1. On-site service fee: travel costs and time for the technician to deliver on-site services and labor costs for the repair technician, maintenance, installing hardware or software, and debugging a faulty battery system.
2. Parts/materials fee: the cost of replacement parts/materials (including any shipping/admin fees that may apply).
3. Logistics fee: the cost of delivery and any other expenses incurred when defective battery systems are sent by the user to Hoymiles and/or repaired battery systems are sent from Hoymiles to the user.

4. Product Repair On-Site

If Hoymiles decides to repair the defective device on site (performed by Hoymiles or a technical engineer authorized by Hoymiles), then Hoymiles will bear the material and labor costs incurred during the repair as well as the costs for removal and replacement of the part or replacement device. Costs that Hoymiles shall not bear include but are not limited to transportation, inspections, customs duties, costs to safely access devices installed on slanted rooftops or lifting equipment, travel or accommodation costs, costs of the customer's own employees, and costs of any third party not authorized by Hoymiles.

5. Exchange Service

Any battery qualifying for exchange within the warranty period will be replaced with a new or refurbished one, which is subject to the terms and conditions detailed in this document.

Data of faulty batteries must be provided, including:

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

Documents required for exchange, including:

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

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

To request a replacement product, you must contact Hoymiles Technical Service Center.

E-mail: service@hoymiles.com

6. Hoymiles Responsibilities

Upon receipt of the required information listed in Section 5 and after attempts to correct the problem with the customer's assistance, Hoymiles will assign a unique case number to the customer. This number must be used in all communications regarding the exchange. Hoymiles will dispatch a replacement battery to the specified customer or installer location. Following the receipt of the replacement battery, the customer must return the allegedly faulty battery in the same packaging as the replacement battery if required by Hoymiles. Hoymiles will supply all labels, documentation, and freight details for the return of a potentially faulty battery. Hoymiles reserves all rights to collect all potentially faulty batteries if necessary.

A qualified installer must be present for battery exchange and re-commissioning.

7. Installer Responsibilities

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with Hoymiles Technical Service Center to avoid returning non-faulty equipment. Hoymiles Technical Service Center will work with the installer to address the fault or fault message through telephone support or with direct PC links.

Note: To qualify for a further replacement unit, the installer must first contact Hoymiles Technical Service Center and fulfill the installer's responsibilities as defined in this document.

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

8. Inspection Charge for Batteries Not Found to Be Defective

If a potentially faulty battery 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 if the limitation of liability is applicable as stated in Section 3, Hoymiles reserves the right to apply a flat-rate inspection fee of USD100 (outside of Europe) or EUR100 (in Europe) per unit, plus shipping and packaging costs.

9. Battery Replacement Procedure

Hoymiles must be provided with the relevant documents listed in Section 5. This procedure must be followed by a warranty claim to be applicable under the Exchange Program.

- a. The installer must contact Hoymiles Technical Service Center and submit the required information as instructed in Section 5. As outlined in Section 7, the installer will contact Hoymiles Technical Service Center to check whether there is a solution other than replacement.
- b. If the battery is deemed faulty and is eligible for the Exchange Program, Hoymiles will create a case number for the battery and inform the installer.
- c. Hoymiles will dispatch a replacement battery within three working days of issuing a case number. The battery will be shipped to the specified customer or installer location at Hoymiles' cost.
- d. The installer will install the replacement battery and use the packaging to repack the faulty one.
- e. For a faulty battery that is required to be returned to Hoymiles, Hoymiles will cover the costs of collection and shipment as detailed in Section 6, and the purchaser shall bear any applicable value added tax. The customer or installer must assist with the shipping process. If the required faulty battery is not returned within ten working days of receiving the replacement battery, Hoymiles reserves the right to invoice the relevant installer/distributor for the cost of the battery.

- f. If a defective battery is not returned to Hoymiles (when Hoymiles asks for it to be returned), Hoymiles reserves the right to invoice the relevant installer/distributor to the value of 80% of the FOB price.

10. Consumer Laws

If the purchaser acquires the product from an Authorized Reseller, local consumer law applies. The product comes with guarantees that cannot be excluded under consumer law. The purchaser is entitled to a replacement in the case of a major failure and compensation for any other reasonably foreseeable loss or damage. The purchaser is also entitled to have the goods repaired or replaced if the goods are not of acceptable quality but the failure is not major. The consumer benefits as provided by this warranty are in addition to any other rights and remedies available to the consumer under law in relation to the goods or services that the warranty covers.

11. Hoymiles Contact

Address: F6, 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

Appendix A

Designed energy measurement conditions:

Ambient temperature: 25 ~ 28 degree °C

Charge / Discharge method

1. Discharge the battery with constant current until discharge voltage ends or the battery automatically self-protects.
2. Place the battery aside for 10 mins.
3. Charge the battery with constant current and constant charge voltage until the battery automatically self-protects.
4. Place the battery aside for 10 mins.
5. Discharge the battery with constant current until discharge voltage ends or the battery automatically self-protects.
Calculate the discharged capacity. Monitor current in a timely manner. (If it is constant current.)
6. Calculation formula: Current Capacity = Discharge time × Constant current value.
7. Charge the battery with constant current and constant charge voltage until the battery automatically self-protects.

| Product Type | End of Discharge Voltage | Constant Charge Voltage | Constant Current |
|------------------|--------------------------|-------------------------|------------------|
| HBX-LV-G1-Series | 46 V | 58 V | 120 A |