

Hoymiles Warranty Terms & Conditions

Residential Storage Inverter Series_For Australia

- Administered by Hoymiles Power Electronics Inc.

This policy governs the exchange program for Hoymiles Residential Storage Inverter (HIT series, including models HIT-5L-G3-AU, HIT-6L-G3-AU, HIT-8L-G3-AU, HIT-10L-G3-AU, HIT-12L-G3-AU, HIT-15L-G3-AU, HIT-17L-G3-AU, and HIT-20L-G3-AU), Smart Meter, AC EV Charger and the Communication Module (hereinafter collectively referred to as "Product" or "Products"), that are covered by Hoymiles' warranty (the "Exchange Program"). 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 product not returned in accordance with this policy.

This warranty applies exclusively to Hoymiles products that satisfy the following conditions: (i) the products are installed and operated in compliance with the technical specifications and certifications applicable in the Australia region-hereinafter referred to as "Designated Markets"; and (ii) the products are part of the Hoymiles Australia series models.

1. Warranty Claims

1.1 Product Warranty

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

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

Smart Meter <DDSU666 series, DTSU666 series>: 1 year (12 months).

Smart Meter <Meter-G3 Series>: 3 years (36 months).

AC EV Charger: 3 years (36 months).

- The effective warranty period starts from the earlier of:

(1) 4 months from the date the products are shipped from Hoymiles.

(2) the installation date of the product.

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

1.2 Warranty Transfer

The Warranty is applied to the original Hoymiles product purchaser, and is transferable only if the product remains installed in the original installation location. This warranty policy will only apply to Residential Storage Inverters installed by a suitably qualified professional. The warranty policy will be rendered invalid where Residential Storage 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.

1.3 Disputes of Warranty Start Date

If the Customer disputes the calculation of the warranty start date as defined in this agreement, the Customer shall submit to service@hoymiles.com valid purchase documentation that clearly indicates the date of purchase, such as an invoice or contract

for verification. Upon review and approval by Hoymiles, the warranty period shall be reset to start three months from the purchase date as confirmed by the provided documentation. If the dispute is not approved, the original warranty start date shall remain in effect.

*Claims without valid proof of purchase will not be processed.

*Final determination of warranty adjustment remains at Hoymiles's sole discretion.

1.4 Compliance Verification Requirement

For installations outside the Designated Markets, warranty eligibility requires:

- a) Prior submission of official or qualified third-party certification documents proving compliance with local technical regulations and requirements; and
- b) Written confirmation from Hoymiles validating such certifications and the applicability of this limited warranty.

Note: If you are an 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 Residential Storage 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 Warranty Applicability Limitations

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

- a) Force majeure (including but not limited to 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 Quick Installation Guide and User 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 change to the original identification marks or Quick Installation Guide;
- h) Unauthorized repair attempts;
- i) Unauthorized removal and re-installation;
- j) Normal appearance wear, cosmetic or superficial defects, dents, marks or scratches, which do not affect the proper function of the product;
- k) Damage caused by defects of other components in the solar power system;
- l) Products purchased from an unauthorized dealer, distributor, or retailer;
- m) Original identification marks (including trademark and serial number) of the product have been defected, altered or removed;
- n) Operational failures result from extreme environmental factors beyond product specifications;

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 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.

Claims by purchaser 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 Residential Storage Inverter. If the product is replaced or repaired under this warranty, the replacement product or repaired product will be covered by the remainder of the warranty period of the defective products.

In no event will Hoymiles be liable for any special, collateral, indirect, punitive, incidental, consequential or exemplary damages, even if Hoymiles has been advised of the possibility of such damages. Excluded damages include, but are not limited to, loss of goodwill, loss of profits or revenues, and loss of business opportunities. For the avoidance of doubt, nothing in this Clause or this Agreement shall exclude or limit liability that cannot be excluded or limited by law

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 products qualified for exchange within the warranty period will be replaced by a new product of the same type or an equivalent product in performance and quality, at Hoymiles' discretion. If the original product type is no longer available, Hoymiles may, at its sole discretion, provide a replacement product that differs in size, appearance, model number or power level, provided that such replacement product will be of equivalent or superior specifications and technically compatible with any other products provided by Hoymiles.

As part of the exchange process, the customer is obligated to provide the following required products' data and documentation:

Products' 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 Hoymiles Technical Service Center).

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

To request the replacement of a Product, please contact Hoymiles Technical Service Center: service.au@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 RMA case number to the customer. This number shall be used in reference for all communications regarding the exchange. Following the receipt of the replacement Residential Storage Inverter, the customer must return the allegedly faulty Residential Storage Inverter in the same packaging material as the replacement Residential Storage Inverter if it's required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty Residential Storage Inverter. Hoymiles reserves all rights to collect all allegedly faulty Residential Storage Inverters if it's necessary.

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 6 of this document. A qualified installer must be available for the Residential Storage Inverter exchange and re-commissioning.

During inspection by Hoymiles, if the allegedly faulty Residential Storage Inverter is found by Hoymiles to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the Residential Storage Inverter, a correctly issued receipt, and a valid RMA case number for the Residential Storage Inverter (as provided by 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 Residential Storage Inverters Not Found Defective or not Eligible for Warranty

If an allegedly faulty Residential Storage 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 warranty applicability limitations as stated in Section 2, or if any other circumstances render this Limited Warranty not applicable, then Hoymiles reserves the right to apply a flat-rate inspection charge of AUD \$100 per unit, plus shipping and packaging costs.

8 Residential Storage 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 Hoymiles Service Center and supply the required information as shown in Section 4. As outlined in Section 6, the installer will work with Hoymiles Service Center to find a solution without the need to exchange the Residential Storage Inverter.
- b. If the Residential Storage Inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will raise and create an RMA case number for the Residential Storage Inverter and communicate with the installer for processing.

- c. The Residential Storage Inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d. The installer will install the replacement Residential Storage Inverter and use the packaging to repack the faulty Residential Storage Inverter.
- e. For the faulty Residential Storage Inverter that is required to be returned by Hoymiles, Hoymiles will cover the costs of collection and shipment of the faulty Residential Storage Inverter back to Hoymiles as detailed in Section 5, and the purchaser shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty Residential Storage Inverter is not returned within 25 working days from receiving the replacement Residential Storage Inverter, Hoymiles reserves the right to invoice the relevant installer/ distributor for the cost of the Residential Storage Inverter.
- f. Should a faulty Residential Storage Inverter required to be returned to Hoymiles be missing, Hoymiles reserves the right to invoice the relevant installer/distributor with the value of 80% of FOB price.

9 Consumer Laws

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.

10 Warranty Extension

To request an extended warranty for Hoymiles Residential Storage Inverter, please contact your local distributor or Hoymiles directly. The application shall be made within 3 years of the purchase date (as verified by a valid proof of purchase) by contacting the original seller or a local distributor. Please have your proof of purchase and product serial number ready when you apply. Hoymiles will then collaborate with the distributor to facilitate the extended warranty process. Should you encounter any issues or require further details, please reach out to the Hoymiles service team at service@hoymiles.com.

11 Manufacturer Contact

Company Name: Hoymiles Power Electronics Inc.

Address: No.18 Kangjing Road, Hangzhou 310015, China

Tel: +86 571 2805 6101

Email: service.au@hoymiles.com

Website: www.hoymiles.com

12 Local Distributor Contact

Company Name: HOYMILES POWER ELECTRONICS PTY LTD

Address: Unit 8/15 Ricketts Road Mount Waverley VIC 3149, Australia

Tel: +61 468052888

Email: service.au@hoymiles.com