

SUNGROW Limited Manufacturer Warranty for Residential products

1. DEFINITIONS

- 1.1. This limited manufacturer warranty is applicable for all products as listed under 1.3 sold from March 3rd 2020. The limited warranty for products purchased from January 1st and listed under 1.3 has been changed from five (5) to ten (10) years.
- 1.2. SUNGROW Power Supply Co., Ltd. (“SUNGROW”) is the warrantor for the limited warranty set forth herein for products purchased and installed in following regions initial operation:

European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Sweden, Slovakia, Slovenia, Spain, Czech Republic); Bosnia and Herzegovina, Norway, Scotland, Switzerland, United Kingdom, Oversea Territories of countries listed in the European Union and United Kingdom.
- 1.3. “Product” means the photovoltaic inverters (SG2K5-S/ SG3K-S/ SG3K6-D/ SG4K6-D/ SG5K-D/ SG6K-D/ SG5KTL-MT/ SG6KTL-MT/ SG8KTL-M/ SG10KTL-M/ SG12KTL-M/ SG15KTL-M/ SG20KTL-M SH3K6/ SH4K6/ SH5.0RT/ SH6.0RT/ SH8.0RT/ SH10RT) and peripheral devices or accessories for up and equal to 20kW mainly used in the residential market.
- 1.4. “Warranty” means this Limited Manufacturer Warranty for Product.
- 1.5. “End-user” means the owner of the Product or a company authorized by owner making claims under this Warranty.
- 1.6. “Manual” means the SUNGROW installation, operation and maintenance guide for the Product covered under this Warranty applicable at the time the contract is concluded.
- 1.7. “Site” means the location, where the Product is installed for initial operation and which is communicated to SUNGROW.
- 1.8. “Warranty Period” means the period of time the Product is covered under this Warranty.
- 1.9. “SUNGROW Service Personnel” means any employee, agent or other third party authorized directly or indirectly by SUNGROW to conduct work under this Warranty.

2. LIMITED MANUFACTURER WARRANTY

- 2.1. SUNGROW warrants that the product is free from defects as defined by law, and in deviation of SUNGROW’s specifications.
- 2.2. If any Product shows defects, SUNGROW will provide, unless this is impossible or unreasonable, subsequent performance at their free discretion either by rectification of such defects or replacement of product as further detailed below:
 - 2.2.1. Sending replacement for product whereby SUNGROW reserves the right to supply a different or newer product model, or product from a third- party, if appropriate; in case of delivery of another product model or the product of a third party, the Warranty also includes adjustments to the periphery of the Product to be replaced by SUNGROW to ensure its functionality. The shipment is normally done within two to five working days (Monday to Friday, excluding public holidays and bank holidays) when the claim has been confirmed and accepted

The replaced unit or part will keep the Warranty Period of the original Product. If the Warranty Period left of the original Product is less than one (1) year, the Warranty Period will be extended to one (1) year from the date, when the replacement is conducted. Any replacement parts may be new or

refurbished if older than 6 month. In case of replacement, the Product removed shall become the property of SUNGROW. The replacement costs will be borne by SUNGROW as listed:

Service Region	Countries of Regions	Handling charge per product Nominal power <= 20 kW
A Region	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Sweden, Scotland, Switzerland, United Kingdom	€ 100
B Region	Croatia, Cyprus, Czech Republic, Greece, Hungary, Malta, Poland, Portugal, Slovakia, Slovenia, Spain,	€ 80
C Region	Bulgaria, Estonia, Latvia, Lithuania, Rumania, Bosnia and Herzegovina, Oversea territories	€ 60
Other countries	Not listed countries have a different manufacturer warranty	n.a.

In case claims are made for more than one product, the handling charge will be reduced by 50 % per each further product.

Service Region	Countries of Regions	Shipment cost and / or custom clearance
A Region	European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Sweden, Slovakia, Slovenia, Spain, Czech Republic); United Kingdom, Scotland, Norway, Switzerland,	Covered by SUNGROW
B Region	Oversea Territories of countries listed before. Bosnia and Herzegovina, not listed countries	Not covered by SUNROW

- 2.2.2. Sending on-site SUNGROW Service Personnel for repairs;
- 2.2.3. Repairing the defective Product in a workshop belonging to, or determined by, SUNGROW or SUNGROW Service Personnel. The transport costs of the damaged Product when sending it to the workshop for repair and the cost for the return of the Product to End- user by a transport company commissioned by SUNGROW will be borne by SUNGROW as stipulated under 2.2.1;
- 2.2.4. Checking installation and making recommendation for possible corrective measures;
- 2.2.5. Collecting the defective and replaced Products as property of SUNGROW. After disassembling the Product, the End-user / Owner / Claimant has the responsibility to store the Product in a professional manner (see item 5.4) and to repack the goods in a professional manner, best in the original packaging, ready for pickup by a transport company commissioned by SUNGROW and keep the defective Product at its cost, up to four (4) weeks to enable SUNGROW (or SUNGROW's subcontractor) to collect it. During the collection of the Product and its loading for transport, the End-user is responsible for both the adequate monitoring of the collection and in particular the loading process so that the Product is not damaged or can be damaged during the transport in particular by improper loading, which is recognizable to the End user as such; and/or
- 2.3. Subsequent performance within the meaning of item 2.2. without prejudice to the provisions of item 2.2. 1. is unreasonable, if it is unacceptable for SUNGROW in view of the value of the Product, if it were free of the defect, in view of the impact of the defect and/or in view of alternative fixes that are available and acceptable for the End-user.
- 2.4. SUNGROW reserves the right to require End-user to pay a deposit prior to the subsequent performance for End-users who have, or had, overdue payment in purchasing of products or service from SUNGROW, its subsidiaries or distributors.
- 2.5. SUNGROW may asking for signing a cost declaration letter when the owner needs a replacement shipment out without further investigation support on the claimed product. The cost for an invalid claim is

limited to the product sales price, shipment and transport cost as well a reasonable handling fee of 10% but minimum 50€ in case of an invalid warranty claim. The claimant will get a report with the invoice. For alternative solutions, in case the subsequent performance shows that claims of the End-User made under the Warranty were unjustified SUNGROW reserves the right to charge the related expenses to End-user in accordance with item 5.5. (all above prices in net plus statutory value added tax, if applicable)

- 2.6. The period covered by this Warranty for the product installed in the countries as listed under 1.2 for initial operation is ten (10) years for the inverters and five (5) years for the peripheral or accessory devices including Batteries. All products initially sold via Sungrow. Start date is the date of sales to End-user (invoice as reference). In any case the standard warranty period for the residential inverters is no more than eleven (11) years since production date (which can be seen, inter alia, from the serial number of the Product concerned).
- 2.7. The best way to claim is going back the supply chain, e.g. owner to installer, installer to distributor, distributor to Sungrow. Alternative contact points can be found under <https://www.sungrowpower.com>.

3. WARRANTY EXCLUSIONS

This Warranty does not cover any defects, damages and/or losses caused by:

- 3.1. Improper transportation, handling and improper delivery caused by or for which the Distributor, Installer or End-user is responsible;
- 3.2. Failure to properly store the Product before installation, unless SUNGROW has stored the Product;
- 3.3. Non-compliance with applicable regulations and standards;
- 3.4. Improper installation, not following the Manual (however, the "applicable regulations and standards" referred to in point c. above take precedence over the Manual);
- 3.5. Use and application beyond the definition in the Manual;
- 3.6. Neglect, abuse, misuse, improper maintenance or lack of maintenance, as set forth in the Manual. This includes the case that maintenance is not executed by qualified personnel;
- 3.7. Adjustment or alteration, not authorized in writing by SUNGROW;
- 3.8. Voltage surge coming from PV array (DC side) or from grid (AC side);
- 3.9. Acts of nature such as surge, fire, flood, plagues, earthquake, and lightning;
- 3.10. Damage or accidents due to third parties' actions or any other reasons different from the standard use of the Product;
- 3.11. Downtimes or other business interruption of the Product and/or the installation, including but not limited to loss of profit.
- 3.12. This Warranty does not cover fuses, surge suppressors, filters, or cosmetic / optical damages or wear and tear.
- 3.13. This Warranty does not cover costs for End-user's employees and/or any third parties, unless stipulated otherwise in the Warranty.
- 3.14. This Warranty shall be void, if
 - 3.14.1. The serial number of the Product has been altered, manipulated, or cannot be clearly identified;
 - 3.14.2. The End-user fails to make any Product subject of a claim available for inspection, testing and correction or does not grant adequate access to the property/building on or in which the Product concerned is stored or installed or to the PV array itself, of which the Product concerned has become an integral part in the event the Product has already been installed.

4. END-USER'S OTHER RIGHTS

- 4.1. Any other right not mentioned specifically in this Warranty document is out of the scope of this Warranty; contractual or statutory rights resulting out of the End-users purchase agreement with its seller remain unaffected and have to be enforced within the contractual relationship.
- 4.2. Without prejudice to the End-user's statutory liability claims against SUNGROW, the End-user shall first assert against the seller the Warranty rights in respect of defects to which it is entitled. The rights under this Warranty may only be asserted by the End-user against SUNGROW in a subsidiary manner, i.e. if and to the extent that the seller is not liable for defects in the Product. However, this does not apply if the End-user is a consumer. In this case, the rights arising from the Warranty against SUNGROW and the Warranty rights against the seller shall have equal priority and shall coexist.

5. END-USER'S OBLIGATIONS

- 5.1. To claim under this warranty the end-user shall provide following information:
 - 5.1.1. Product and serial number
 - 5.1.2. Copy of the invoice and if available installation report
 - 5.1.3. A brief description of the non-conformity or defect including any failure code
 - 5.1.4. A brief summary on activities done so far.
- 5.2. The End-user shall provide SUNGROW Service personnel free-of-cost with adequate access to the Site, with a suitable lifting tool, if necessary (upper edge installation height more than 1,80m), and any special instructions for access to the Site. SUNGROW shall have no liability in the event that access is not provided to the Site despite previous date arrangement and End-user might be invoiced for any costs incurred by SUNGROW in the event an additional visit is required to the Site due to lack of access.
- 5.3. It is the End-user's responsibility to notify SUNGROW of any hazards at the Site and assure that the Site is free from hazards or obstructions, and that all safety precautions are followed at the Site.
- 5.4. It is the End-user's responsibility to ensure proper and professional storage of any goods in dry and shielded environment (indications for this can be found in the Manual).
- 5.5. Beside 2.5, in case the root of failure is confirmed to be out of this Warranty by an On-site Report, Recovery Report or Repair Report, SUNGROW reserves the right to charge the related costs and expenses including but not limited to Site calls involving an inspection that determines no corrective maintenance, replacement of equipment, installation, materials, freight charges, travel expenses or labor of SUNGROW or its authorized agents to the End-user. For subsequent performances resulting out of unjustified claims not covered by this Warranty, one service personnel of SUNGROW will charge Ninety (90) EUR/hour at normal working (Monday till Friday) days; One hundred and thirty-five (135) EUR/hour in national holidays and weekend; the upper limited of a working day is One thousand (1,000) EUR as well as the upper limited of a holiday is One thousand five hundred (1,500) EUR, including the time of travel from the closest maintenance station to the claimed device and return (all above prices in net plus statutory value added tax, if applicable). SUNGROW reserves the right to adjust the prices. In case of adjustments or changes Sungrow will inform in advance.

6. OTHER LIMITATIONS

- 6.1. SUNGROW's obligations under this Warranty are expressly conditioned upon settlement towards SUNGROW, its subsidiaries or distributors or its authorized agents (including interest charges, if any) of all due payments for the Products. During such time as long as SUNGROW has not received payment of any amount owed for the Products, in accordance with the contract terms under which the Product is sold, SUNGROW shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

- 6.2. This Warranty is suspended, without extending the Warranty Period, in case, and for the duration, of war, riots, terror, strike, natural disasters or equivalent events in the region of the Site.

7. LIMITS OF LIABILITY

- 7.1. This Warranty constitutes End-user's sole and exclusive remedy for claims against SUNGROW in respect to Products hereunder. All other warranties, conditions, guarantees or representations from SUNGROW relating to the Products hereunder, whether oral or written, express or implied, statutory or otherwise, in contract, including without restriction, any warranties of merchantability or of fitness for a particular purpose, and any such warranty, condition, guarantee or representation are hereby excluded; subject to the provisions of item 7.2. and notwithstanding any rights of the End-user under item 4.
- 7.2. For any other damage claims in connection with this warranty SUNGROW Service Personnel are only liable to the following extent:
- 7.3. SUNGROW is liable in case of intent and gross negligence;
- 7.4. In case of simple negligence SUNGROW is only liable in case of breach of cardinal duties of the Warranty. The liability is reduced to the foreseeable damage;
- 7.5. In case of personal injuries or claims under the German Product Liability Act (Produkthaftungsgesetz), SUNGROW remains fully liable.

Revision Control

When	Who	What	Checked by	Approved by	Version	Release date
28.01.2020	CM	Initial manufacturer warranty for residential products Change to 10 years warranty period	Gary Xie	06.03.2020	1.0	06.03.2020
30.06.2020	RAG	Changed reference on 7.1 from 8.2 to 7.2			1.1	