



AUXSOL Factory Limited Warranty

(Global)

Overview

Ningbo AUX Solar Technology Co., Ltd. (hereinafter referred as AUXSOL) warrants that, subject to the exclusions and limitations set out below, the inverter and accessory products that AUXSOL provides shall be in good working order during the period of :

- ① 5 years limited warranty for AUXSOL on-grid inverters and hybrid inverters.
- ② 2 years limited warranty for accessory products including Data logger, Meter & CT series.
- ③ 10 years limited warranty for AUXSOL battery and its performance (the battery maintains at least 70% of the initial Battery's capacity).

Warranty will trigger by the earlier date one of the following two:

- ① The date on which the product was installed for the first time.
- ② 6 months after the date of production.

Warranty claim: in general, serial number (S/N) as well as the WARRANTY CLAIM must be provided in order to claim warranty.

The limited warranty is nontransferable and applies exclusively to products that are first installed and operated in countries and regions that outside of mainland of China.

How to make a claim under the AUXSOL factory limited warranty

If the claimant want to make a warranty claim they should contact the local distributor where the product was purchased, or the installer the one that installed the inverter. If the claimant was unable to get support from them, or was NOT satisfied with their service, the claimant can send escalate the claim to the following email directly: service@auxsol.com .

In order to provide efficient and in-time service, AUXSOL cooperates with their distributors and installers all over the world. So please feel free to ask them for help and make your warranty claims;

Please provide as many information listed below as possible to our local distributors when making claims as well as the warranty claim that you need to fill out :

- ① Contact information of the claimant, including name of the person, the company, phone number, email address, shipment address as well as the site address.

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- ② Information of all defective product(s), including product(s) models, serial number(s), installation date and failure date. All claims should be made within one month right started from the failure date.
- ③ Information of the installation, including brand, model and PV panels; If the defective product is an energy storage system, the brand and model of batteries are also needed.
- ④ Error messages on LCD screen (if applicable) and additional information regarding the fault/error.
- ⑤ Description of actions taken before & after the failure, and corresponding results and detailed information of previous claims (if applicable)

AUXSOL may arrange an on-site inspection to find out the root cause of the failure. The claimant is responsible for granting access, scheduling time, and ensuring the safety of the inspection.

Warranty Action

If a claim is received within the warranty period and AUXSOL determines that the reported defect is eligible for coverage under the Limited Warranty, AUXSOL will notify the buyer accordingly, and AUXSOL may, at its sole discretion, take any of the following actions:

- ① Fix the issue by changing configurations or updating software.
- ② Repair it by replacing with spare parts.
- ③ Provide the buyer with replacement unit for the defective one. When replacement Products are sent, AUXSOL may use new, used or refurbished parts that are at least functionally equivalent to the original part when making warranty repairs. The repaired product or replacement parts or product, as applicable, will continue to be covered under the Limited Warranty for the remainder of the then-current Warranty Period for the product. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty.

The RMA (“Return Merchandise Authorization”) decision can only be made by AUXSOL or its authorized partner. When the RMA Procedure is invoked by AUXSOL, AUXSOL or its authorized partner will instruct the buyer how to package and ship the Product or part(s) to the designated location. AUXSOL or its authorized partner will deliver the repaired or replaced Product or part(s) to the buyer at the buyer’s designated location. AUXSOL only bear cost of the replacement, other costs incurred as a result are not covered by AUXSOL.

If it is proven that the problem was caused by faulty installation, AUXSOL reserves the right to contact the original installer and request that they provide a solution to fix the issue before AUXSOL’s intervention and may charge the subsequent cost of the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that AUXSOL or its authorized partner replace shall become AUXSOL’s property.



Warranty Exclusions

The Limited Warranty does not apply to components that are separate from the Products, ancillary equipment, and consumables, such as, for example, cables, cable holders, fuses, wires, and connectors, whether supplied by AUXSOL or others. Some components may carry their own manufacturer warranty.

This Limited Warranty will not apply if (a) the buyer is in default under 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 is:

- ① Damaged as a result of misuse, abuse, accident, negligence or failure to maintain the Product;
- ② Damaged as a result of modifications, alterations or attachments thereto which were not pre-authorized in writing by AUXSOL;
- ③ Damaged due to the failure to observe the applicable safety regulations governing the proper use of the Product;
- ④ Installed or operated not in strict conformance with the Documentation, including without limitation, not ensuring sufficient ventilation for the Product as described in the AUXSOL Documentation;
- ⑤ Opened, modified or disassembled in any way without AUXSOL's prior written consent;
- ⑥ Used in combination with equipment, items or materials not permitted by the Documentation or in violation of local codes and standards;
- ⑦ Damaged by software, interfacing, parts, supplies or other products not supplied by AUXSOL;
- ⑧ Damaged as a result of improper site preparation or maintenance or improper installation;
- ⑨ Damaged or rendered non-functional as a result of power surges, lightning, fire, flood, pest damage, accident, action of third parties, direct exposure to sea water or other events beyond AUXSOL's reasonable control or not arising from normal operating conditions; or
- ⑩ Damaged during or in connection with shipping or transport to or from the buyer where the buyer arranges such shipping or transport.
- ⑪ Damaged caused by other system components.
- ⑫ The Customer have failure in payment of outstanding payables or return of the Defective Product (if the Customer fails to fully pay any due payables or fails to return the Defective Product according to the requirement of AUXSOL, to the extent permitted by applicable laws, AUXSOL is entitled to reject the quality warranty requests raised by the Customer).

Warranty Extension

On top of the 5 year limited warranty which comes with the inverter products by default, AUXSOL offers warranty extension options for inverters which were purchased through authorized distribution channels. Limited warranty extension to 10, 15, 20 years can be purchased from AUXSOL's authorized distributors for

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any inverters no later than 6 months after its first installation date(or 12 months after production date). For the warranty extension price list, please contact AUXSOL.

Unless special agreement exists between AUXSOL and the customer, the extent warranty covers only the cost of hardware material required to get the device functioning again. It excludes any inbound/outbound transportation costs or labor costs of replacement/on-site service.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are not covered by AUXSOL's warranty extension.

Other Notice

Only the buyers who buy AUXSOL's products and put them into operations for the first time and the ones who acquire the whole site of installations from the first buyers, or their technical representatives can claim against AUXSOL under this warranty and Extended Warranty. The ones who acquire second-hand individual AUXSOL's products cannot raise claims anymore.

Revised: Feb. 16, 2023