

# Inverter Warranty Letter

## Article 1: Warranty Scope

Xinyi Electric Storage (XES), do hereby warrant the inverters and battery products that manufacture and sell. If the warranty terms are violated, XES reserve the right to refuse to provide warranty services.

**Please note:** These warranty terms do not constitute a guarantee of product durability, nor do they represent any product capabilities.

## Article 2: Warranty Period and Extension

XES offers:

1. The period of 60-month (5-year) warranty from the date of shipment for photovoltaic grid-connected series inverters and energy storage series inverters.
2. The period of 12-month (1-year) warranty from the date of shipment for other photovoltaic grid-connected series and energy storage series inverter accessories, such as KY5000 series, KY302/303 series, and corresponding photovoltaic accessories.

## Article 3: Warranty Policy

Under normal usage conditions, if the product experiences faults or malfunctions due to quality issues within the warranty period, please contact the

XES after-sales service hotline (available through the XES website, warranty card, etc.). XES will provide appropriate solutions based on the product information and fault details that provides, through the after-sales service team (or the authorized third-party service providers/dealers). For end-users of the product, please first contact your installer or an authorized dealer of XES to report and address issues with the product you purchased.

Please provide the following information or documents (this information is for the after-sales service team in handling the machine issues) when the service is required:

1. Product model and serial number (SN);
2. Fault codes and fault information which display on the screen (if available, please provide pictures or videos) and other describable fault information;
3. Detailed information on the machine's working system (including components, circuit connections, installation procedures, operation procedures, and other software and hardware information, if available, please provide pictures or videos);
4. A list of previous service information (if available, please provide pictures or videos);
5. Depending on the issue, XES may ask for more details, including evidence and any other information required by XES.

If a quality issue occurs within the warranty period, XES will choose the

following solutions based on the actual situation:

1. Remote online troubleshooting and guidance or software upgrade;
2. On-site inspection or repair;
3. Return-to-factory inspection or repair;
4. If the above methods cannot resolve the issue, XES will replace parts or products for on-site replacement (for discontinued products, XES will provide replacement with an alternative model).

**Please note:**

1. If it is confirmed after return-to-factory inspection that the issue is not due to product quality, XES reserves the right to charge a service fee, with the standard being the quoted price.
2. During the warranty period, replaced products will automatically continue the remaining warranty period of the faulty machine.
3. Please keep the purchase invoice properly for future use. If the product or its parts need to be returned, please ensure to package them in the original or equivalent manner. If there is any loss or damage caused by the claimant, the claimant will be responsible for the corresponding compensation costs.
4. XES reserves the right to arrange third-party providers to provide after-sales service during the warranty period.
5. During the standard warranty period, XES responsible for the repair costs, material costs, and round-trip logistics costs (including replacement of machines/parts and repairing faulty machines/parts) due to product quality

issues, excluding other direct or indirect losses. In any case, including those expressly agreed upon through contracts, XES's actual compensation for customer losses due to its liability shall not exceed the amount paid by the customer for the product.

#### **Article 4: Warranty Disclaimer**

This warranty shall not apply in any cases of the following situation. Damage to the product or the product's inability to function properly due to the following reasons will not be subject to warranty obligations:

1. The product is beyond the warranty period (unless both parties have signed an agreement for extended warranty services);
2. Operations not performed according to the safety regulations and operating instructions in the user manual or related installation and maintenance requirements;
3. Improper installation or installation by uncertified personnel;
4. Faults or damage caused by conditions not specified for the product's working environment, storage, or use, such as installation distance, temperature, humidity requirements, etc.;
5. Improper or illegal use, installation, commissioning, start-up, or operation;
6. Unauthorized disassembly, repair, reassembly, or modification of the machine by XES;
7. Issues that do not affect the normal operation of the product during use after

acceptance, such as appearance problems, rust or corrosion on the machine casing due to harsh environments, normal wear and tear, etc.;

8. Faults and damage caused by unforeseeable or force majeure reasons, including but not limited to earthquakes, tsunamis, stormy weather, floods, lightning, overvoltage, undervoltage, overcurrent, overcapacity, insect damage, fire, theft, and inability to monitor due to no signal or weak signal from communications operators;
9. Consumable parts (including cables, screws, connectors, fuses, etc.);
10. Unauthorized modifications to the product, design changes, or replacement of parts, faults caused by incompatible third-party software;
11. Deliberate damage or defacement, making non-removable marks (such as paint), etc.;
12. Faults caused during transportation by client itself (including scratches, deformation, etc., caused by moving the packaged product during transportation);
13. Products agreed upon in the contract to be used only for testing, training, or display;
14. Regions or countries outside XES's sales range are not eligible for this warranty.

#### **Article 5: Services Outside the Warranty Scope**

For products not covered by the standard warranty, if the customer requires repair services or other related solutions, XES will charge relevant fees based on the

situation, with specific details according to the quotation.

**Please note:**

1. According to national laws, regulations, and related policies, XES may periodically update the above product warranty terms and policies. To obtain the latest version, please contact the XES after-sales team.
2. If there is any conflict between the provisions of this agreement and the content agreed upon in the sales contract, the content of the sales contract shall prevail.
3. The final interpretation right of this agreement belongs to Xinyi Electric Storage Holdings Co., Ltd.