



INVERTERS WARRANTY TERMS & CONDITIONS (V1.1)

(For US markets only)

ABSTRACT

This document described details of warranty terms and conditions of SolaX brand products which sold and installed in US markets from the date 1st Jan 2023. For any other products that sold or installed before the date, please refer to previous version of warranty documents accordingly.



Warranty Terms & Conditions

(For A1-G2 ESS only)

SolaX A1-G2 ESS (hereinafter referred to as Products) is provided by SolaX Power USA LLC. The company (hereinafter referred to as SolaX) provides the following warranty to the purchaser (the customer) of the system. (Here, the customer is deemed to be the owner of the installed system at first sale).

This *Limited Warranty is applicable for the Products as listed in the Table 1, which sold and installed from 1st Jan 2023.

1. Product Warranty

This warranty only applies when the Products are purchased from an authorized reseller and installed by an installer who is certified by SolaX or its distributors.

2. Warranty Terms

SolaX warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which SolaX is responsible during the agreed warranty period, SolaX will, at its discretion:

- Fix the problem by updating the software or changing the configurations; or
- Repair the defect on the premises of SolaX or on the customer's site; or
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device; or
- Have these services performed by SolaX service partners who have undertaken proper training.

3. Transportation costs

Unless there are some unique agreements signed between SolaX and the customers (the distributors), the warranty covers only the cost of materials and labor work that makes the products functional. Besides, the transportation costs of replacement units, including shipments, are covered by this warranty in United States to pointed destination by the customer.

4. Warranty Period

SolaX warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Warranty Period
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*This warranty is valid from 1st Jan 2023. (V1.4)

A1-HYB/AC-3.8K-G2; A1-HYB/AC-5.0K-G2; A1-HYB/AC-6.0K-G2; A1-HYB/AC-7.6K-G2 A1-BI-200	12 years standard warranty starting from the earlier one of the following two dates: <ul style="list-style-type: none"> • The date on which the product was first installed; • 9 months after the date of production.
TBMS-MCS60060 (MC60060); TP-HS50 (HV51100); Battery Base	12 years standard warranty with 70% of rated capacity starting from the earlier one of the following two dates: <ul style="list-style-type: none"> • The date on which the product was first installed; • 9 months after the date of production; • Energy throughput 13.13MWh. Capacity measurement condition <ul style="list-style-type: none"> - Ambient temperature: 25-30°C - Initial battery temperature from BMS: 25-30°C - Current and voltage measurement at battery DC side - Charging/discharging method Charge: 0.2CC/CV (Constant voltage (58.4)V, Cut-off current (0.05)C) Discharge: 0.2CC/CV, (Cut- off voltage 42.5V) Current at 0.2C: 20A
Accessories: CT; Pocket WIFI 3 .0; Pocket WiFi+ LAN; Pocket WiFi+ 4G; Switch box;	5 years standard warranty starting from the earlier one of the following two dates: <ul style="list-style-type: none"> • The date on which the product was first installed; • 9 months after the date of production.

In the event of product replacement, the remaining warranty period shall be transferred to the substitutive product. SolaX will automatically register such replacement, and you will not be provided a new certification. If the remaining warranty period is less than 1 year, the warranty period of the device and its substitute will be extended to 1 year automatically.

5. Warranty Registration

The direct customers who have purchased SolaX products shall register these products and upload the information (such as the original purchase invoice, inverter SN, and contact information) within 90 days from the date of commissioning of the products (register online: <https://www.SolaXcloud.com/#/warranty>). If a customer fails to register a SolaX product before the deadline, the product warranty period will be counted automatically from 6 months after the manufacturing date.

6. Warranty Extension

A warranty extension of 5 or 10 years of limited warranty extension can be purchased from SolaX's authorized distributors for the mentioned inverter no later than 6 months after its first installation date (or 12 months after production date), or end users can purchase via SolaX cloud website after finish online monitoring registration. The new warranty period of the units will automatically include the extended warranty and the remaining warranty.

SolaX has the rights to change the payment policy for warranty extension or reject any application received at a later point of time. The warranty extension will apply to the BI (Backup Interface) connected to the inverter, too.

7. Warranty Claim Procedure

For a warranty claim, the following information needs to be provided:

- A completed warranty claim form (**SolaX RMA form**);
- A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the products and/ or extended warranty, or the date of installation; SolaX reserves the right to reject the warranty claim:
 - If you fail to provide the above- mentioned information.
 - If the products is replaced without the prior consent of SolaX.
 - If the defect that is claimed is not caused by defective materials or workmanship.

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the products, they will contact with SolaX if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with SolaX service team (service.us@solaxpower.com) or contacting via SolaX official website <https://www.solaxpower.com/contact/accordingly>.

SolaX will seek reimbursement of all costs (labor, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product is found to be free from defects in materials or workmanship, or the product is found not to be covered by this Limited Warranty.

8. Warranty Limitations

This limited warranty applies to products sold and installed after date of 1st Jan 2023, and sold through SolaX or authorized resellers. The defective parts or units replaced under a warranty claim become the properties of SolaX, and must be returned to SolaX or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging.

The product is not covered by warranty in the following cases:

- A. The product is out of the warranty period.
- B. Product failure is not reported to SolaX within 4 weeks of occurrence.
- C. Failed to comply with SolaX installation manual or maintenance instructions for products.
- D. Failed to comply with the safety rules and regulations in respect of the products.
- E. The products were damaged during transportation, but the claimant signed the delivery receipt without double-checking the outside and inside of the package and taking pictures as evidence, as the delivery receipt had requested.
- F. The replaced products have not been returned to SolaX or cooperated partners (distributors) within 30 days.
- G. The defect is caused by improper use, misuse, abuse, accident, or negligence.
- H. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to SolaX.

I. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors.

J. The damage or defect is caused by embedded or external software or hardware (e.g. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from SolaX.

K. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced).

L. Flaws (e.g. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the products.

M. Normal wear or tear.

N. Travel and subsistence expenses as well as on- site installation, modification and normal maintenance costs.

O. Duties, import/ export fees or costs and other general administrative costs.

The substitute products with technical improvement may not be entirely usable with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

Furthermore, 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 power generated during the product downtime are not covered by this warranty. In any other case, whether in contract, tort, or otherwise, the maximum compensation for customer losses caused by its faults shall not exceed the amount paid by the customer for the purchase of the equipment.

9. Service after Warranty Expiration

For products which are out of warranty or invalidation, SolaX provides an additional charge service, which includes the on-site service fee, materials fee, labor cost, and logistic fee:




- **On-site service fee:** Travel cost and time for the technician to perform on- site services and the cost of labor time for the technician to install, analyze, repair, test and maintain faulty products.
- **Materials fee:** Cost of replacing the parts or units or any other relevant materials.
- **Logistic fee:** Cost of delivery, including the costs of shipping the defective products from end users to SolaX, or/ and the costs of sending the repaired products from SolaX to end users.

10. Geographical Scope

This Limited Warranty terms and conditions only apply for the products which are originally purchased from SolaX' s authorized channels and installed in the destinations defined within the United States and Canada, unless there are special agreements signed between SolaX and the direct purchaser. For any units sold in one country/ region but installed in another country/ region, the warranty will become invalid if there is no written confirmation/ approval from SolaX prior to the installation.

Appendix:

Table 2: Product and Appearance

Product	Appearance
A1-ESS-G2 (system)	
A1-Hybrid/ AC-G2	
A1-BI-200	

TBMS-MCS60060 (BMS);
TP-HS50 (Battery);
Battery Base



CT:
Regular CT;
Flexible CT



Pocket WiFi 3.0;
Pocket WiFi+ LAN;
Pocket WiFi+ 4G



A1-SW-80-G1 (Switch box)

