

# Hoymiles Warranty Terms & Conditions

## Residential Storage Inverter Series

### (For Europe Region Only)

- Administered by Hoymiles Power Electronics Inc.

This policy governs the exchange program for Hoymiles Residential Storage Inverter (HAS series/ HYS series/ HAT series/ HYT series/ HIT series), Smart Meter, Communication Module, AC EV Charger covered by Hoymiles' warranty. Parties wish 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 Residential Storage inverter 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 Europe region-hereinafter referred to as "Designated Markets"; and (ii) the products are part of the Hoymiles Europe region series models.

#### 1. Warranty Claims

Residential Storage Inverter: 10 years (120 months).

Communication Module: 2 years (24 months).

Smart Meter <DDSU666 series, DTSU666 series>: 1 years (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.

- Exchange services apply only to Residential Storage Inverters within their warranty period or extended warranty period, as applicable.
- 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](mailto:service@hoymiles.com) with the authorization email from the previous owner.
- **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](mailto: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.

#### - 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

If you are an end-user, please contact your installer in the first instance in case of any warranty issue. If you are installer, please contact your distributor in the first instance in case of any warranty issue. Hoymiles will work directly with the distributor 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 and the costs associated with the distributor dispatching its own technicians to the site.

If the original installation company (for end-user) or distributor (for installer) has ceased trading, please contact a suitably qualified installer or distributor to arrange an on-site service authorized by Hoymiles.

## 2. Warranty Applicability Limitations

Claims relate 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. And 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 (done 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. Any on-site service (such as when the distributor dispatches its own technicians to repair the device) carried out without the prior written consent of Hoymiles shall result in Hoymiles being exempt from bearing the related costs.

The distributor is required to notify Hoymiles Technical Service Center of any relevant device information whenever they are involved in handling warranty claim issues reported by installer/end users. Before dispatching its own technicians for on-site services, the distributor shall obtain prior written authorization from Hoymiles technical personnel. If the distributor fails to obtain such authorization, Hoymiles assumes no liability for costs incurred during unauthorized on-site services or for expenses related to the distributor's retrieval of equipment determined to be non-faulty or replacement equipment not authorized by Hoymiles.

Costs that Hoymiles will not bear include 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, and the costs of any third party that has not been authorized by Hoymiles.

### 4. Exchange Service

Any Residential Storage Inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished Residential Storage Inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to Hoymiles for an exchange to be affected under this policy:

Residential Storage Inverter data including:

1. Product model
2. Product serial number

3. Failure code
4. Failure comment

Documentation including:

5. Copy of original purchase invoice.
6. Detailed information about the entire system (e.g. system schematic).
7. Documentation of previous claims/exchanges (if applicable).
8. RMA (Template will be provided by Hoymiles Technical Service Center).

\*Customers initiating a warranty claim or product replacement through the Hoymiles Exchange Program must submit clear evidence of the device's defect. This includes photos or videos demonstrating the malfunction, system logs or diagnostic data, Hoymiles ticket record and/or comprehensive written failure descriptions. Hoymiles may request further information if the provided evidence is inadequate. Failure to provide sufficient proof may result in the denial of the warranty claim or replacement request.

To request the replacement of a Residential Storage Inverter, you must contact Hoymiles Technical Service Center.

Email: [service@hoymiles.com](mailto:service@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. A qualified installer must be available for the Residential Storage Inverter exchange and re-commissioning.

## 6. Distributor Responsibility

In the event of an equipment failure or fault, it is the responsibility of the distributor 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 distributor to address the fault or fault message through telephone/online support.

The distributor shall collaborate with qualified installer to carry out the installation, commissioning and maintenance of the device. All such work must strictly adhere to the specifications provided by Hoymiles Technical Service Center and refrain from replacing or exchanging the equipment for customers without authorization from Hoymiles.

To qualify for further replacement unit, the distributor must first contact the Hoymiles Service Center and fulfill the distributor's responsibilities under Section 6 of this document. A qualified installer must be present for the product 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 distributor 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 is obliged to send the required defective products back to the distributor. The distributor shall then coordinate with Hoymiles Technical Service Center to determine whether the faulty equipment requires returns to Hoymiles designated warehouse.

## 7. Inspection Charge for Residential Storage Inverters Not Found Defective or not Eligible for Warranty

Hoymiles reserves the right to apply a flat-rate inspection charge of EUR 100 per unit, plus shipping and packaging, if a returned product claimed to be faulty is found by Hoymiles to have no defects warranting replacement under this policy, or if section 2's liability limitation applies, or if any other circumstances render this Limited Warranty not applicable.

## **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 distributor must contact Hoymiles Service Center and supply the required information as shown in Section 4. As outlined in Section 6, the distributor 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 distributor for processing.
- c. The Residential Storage Inverter will be shipped to the specified customer or distributor location at Hoymiles' cost.
- d. The distributor is required to arrange for the installation of the replacement Residential Storage Inverter by qualified installer 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 distributor 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-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**

If customers purchase the product from an Authorized dealer, distributor, or retailer, the local Consumer Law applies. Hoymiles products come with guarantees that cannot be excluded under the local Consumer Law. Customers are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. Customers 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. Terms and conditions provided in this warranty are in addition to any other rights and remedies available under the local consumer law.

## **10. Warranty Extension**

To request an extended warranty for Hoymiles Residential Storage Inverter series, 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](mailto:service@hoymiles.com).

## **11. Hoymiles Contact**

Address: Floor 6, Building 5, 99 Housheng Road, Gongshu District, Hangzhou 310015 P. R. China

Dutch Hotline: +31852736388

German Hotline: +496994322186

French Hotline: +33159131589

Polish Hotline: +48918821656

Email: [service@hoymiles.com](mailto:service@hoymiles.com)

Website: [www.hoymiles.com](http://www.hoymiles.com)

Please note that these warranties are subject to change without notice. Hoymiles support team reserves the right to determine in its sole discretion whether it is eligible for warranty service and to determine the appropriate solution.