Warranty Terms & Conditions

(For EU markets only)

Authorized Distributor:

Hanwha Q CELLS GmbH, Sonnenallee 17-21, 06766 Bitterfeld-Wolfen OT Thalheim, Germany

Manufacturer & Warranty Provider:

Solax Power Network Technology (Zhejiang) Co., Ltd No.525, Xixi Rd, National Science & Technology Park of Zhejiang University, Hangzhou, Zhejiang, 310007, China

SolaX Power Network Technology (Zhejiang) Co., Ltd. is the manufacturer (hereinafter referred to as Solax) provides the following warranty to the purchaser (the customer) of the products (refer to the table in next page). (Here, the customer is deemed to be the owner of the installed products at first sale).

1. Warranty Products

This warranty applies exclusively to inverters, batteries, BMS & accessories (including online monitoring devices, breakers, Meters/NFIs, and EPS/Mate boxes) manufactured by Solax and supplied through Q CELLS. All external and ancillary parts and units (eg. Monitoring/Comm devices, batteries, etc) that manufactured and installed by third-parties are excluded from the warranty.

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 change 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. Transportations & Compensation

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, duties, import & export fees, are covered by this warranty in the European Unions, excluding their affiliated islands and overseas territories. When it comes to warranty replacement, installer can apply for a compensation for 85 Euro (which

includes inverters, battery, and BMS replacement); Compensation shall apply within 3 months after replacement and submit invoice together with Onsite Installation Report;

Compensation will not be provide if it is found that problem is caused by fault installations (not followed user manual).

4. Warranty Period

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

<table>
<tr><th>Product</th><th colspan="2">Standard Warranty</th></tr>
<tr><td>Hybrid Inverters:
Q.VOLT HYB-G3 X kW 1P,
(X=3.7; 5.0; 6.0)
Q.VOLT HYB-G3 Y kW 3P,
(Y=6.0; 8.0; 10.0; 12.0; 15.0)</td><td colspan="2">Inverter will be provided a warranty period of 126 months (120 months + 6 months of the warehouse logistic period) from the manufacturing date of the inverter;</td></tr>
<tr><td>Batteries:
Q.SAVE BAT-G3
Q.SAVE BMS-G3</td><td colspan="2">Battery and BMS will be provided a full warranty period of 126 months (120 months + 6 months of the warehouse logistic period) from the manufacturing date of the battery;</td></tr>
<tr><td rowspan="3">Accessories</td><td>Meter/NFI</td><td>2 years (24 months)</td></tr>
<tr><td>Q.HOME+ HYB-G3 Wi-Fi
Q.HOME+ HYB-G3 LAN</td><td>2 years (24 months)</td></tr>
<tr><td>Q.SAVE MATEBOX-G3 1P
Q.SAVE MATEBOX-G3 3P</td><td>10 years (120+6 months)</td></tr>
<tr><td>Remark</td><td colspan="2">120 months(for inverters): During the first 60 months, if warranty replacement happens, Solax will offer substitute products and cover freight costs; from the month of 61st , if warranty replacement happens, Solax only offer substitute products or repair the product, for any relevant costs will not be covered by the warranty;</td></tr>
</table>

*Remark: Where otherwise agreed in the contract, please follow the contract;

In the event of product replacement, the remaining warranty period shall be transferred to the subsitutive 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. Limited Liability

Subject to the conditions set out below, SolaX warrants that the Products and components will conform with their specifications effective and provided at the time of delivery and will be free from defects caused by improper design, materials or workmanship during their respective warranty periods.

SolaX also warrants and represents that the battery will retain at least 80% of Nominal Energy for and such battery warranty expires at either (i) 120 months after the commissioning date or (ii) upon reaching Energy Throughput levels as per the table indicated below (whichever (i) or (ii) comes first), when the battery is operated under a normal use in accordance with the specification and the manual provided by SolaX. (To illustrate, if a Q.SAVE BAT-G3 battery is operated in accordance with the specification and the manual provided by SolaX and such battery's Energy Throughput reaches 9.3MWh at the end of fifth-year and at the same time the retaining energy of such battery is or above 80%, then the warranty will expire at the beginning of the sixth-year.)

The term “Nominal Energy” herein means the initially rated capacity of the product as indicated on the label of the products. The precondition warranty shall be as follows:

The ambient temperature during the battery operation shall not fall below -30℃(with heating function) / -10℃(without heating function) or exceed 50℃.

- The energy throughput is within the value indicated on the table below:

Product	Nominal Energy	Energy Throughput
Q.SAVE BAT-G3	3.1kwh	9.3Mwh

Q.SAVE BAT-G3

Capacity measurement condition

- 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 (116)V, Cut-off current (0.05)C)

Discharge: 0.2CC/CV, (Cut-off voltage 85V)

Current at 0.2C: 6A

6. Warranty Registration

The direct customers who have purchased products (inverters, Battery and accessories) 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.

7. Warranty Claim Procedure

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

- A completed warranty claim form ---RMA form;
- A copy of your original invoice, or any other documents which can prove the purchase of the inverter or accessory 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 product (inverter or/and accessory) is replaced without the prior consent of Solax;
- If the defect that is claimed is not caused by defective materials or workmanship;

For end users, please contact your installer directly, they will contact with Q CELLS if necessary. Solax will seek reimbursement of all costs (labour, 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 if the claimant refuses the faculty following this warranty claim.

8. Warranty Limitations

The warranty is valid only for the products purchased directly from Q CELLS. The defective parts or units replaced under a warranty claim become the properties of Solax, and must be returned to Q CELLS 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. Failed to comply with Q CELLS installation manual or maintenance instructions for the inverter or accessory;
C. Failed to comply with the safety rules and regulations in respect of the inverter or accessory;
D. The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt);
E. The replaced products have not been returned to Q CELLS within 90 days;
F. The defect is caused by improper usage of the product or failure to comply with the usage of the product for purposes other than those for which the product was designed or intended;
G. 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 Q CELLS.
H. 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;
I. The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from Q CELLS;
J. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced);
K. Flaws (eg. 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 inverter or accessory
L. Normal wear or tear;
M. Travel and subsistence expenses as well as on-site installation, modification and normal maintenance costs;
N. Duties, import/export fees or costs and other general administrative costs;

The substitute inverter or accessory with technical improvement may not be entirely compatible 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, claims for compensation for direct or indirect damages arising from the defective inverter (such as power that was not fed into grid or self-consumed) 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 deliver on-site services and the cost of labor time for the technician to install, analyse, repair, test and maintain faculty products;
- Materials fee: Cost of replacing the parts or units or any other relevant materials;
- Logistic fee: Cost of delivery, including the costs of sending the defective products from end users to Solax, or/and the costs of sending the repaired products from Solax to end users;

Special Point Out

Regarding HYBRID INSTALLATION

I. For Hybrid inverters installed with Q.SAVE BAT-G3:

- The default minimum capacity is 10% (can be changed to a higher level). During night time (no PV), when the battery is discharged to the minimum capacity, usually it will go into the "Idle mode" or "Standby mode". However, the whole hybrid system is still consuming power. Therefore, you may see that the battery capacity sometimes goes down to low than 10%. When the battery capacity is down to 5% (protection level), it will trigger a charging demand, which requests charging from grid until it goes back to the normal minimum capacity level, it may happen in the night time or during winter time when there is no enough PV production or during bad weather days. This is a normal behaviour and won't affect the battery life.
- It is recommended to force charging battery from grid timely during bad weather (like continuous snowstorm, raining, cloudy days), so as to ensure that the battery won't be fully discharged (0 capacity) under such situations. Besides, manually switching off the whole system is a good choice as well.
- When adding a new extra battery to the existing system (adding new extra battery shall within 12 months after commission date), it is requested that the new battery has the same capacity level with the existing battery system before it is added (pre-charge the original battery system and new battery to the full capacity, and then install them together);
- When charging a battery from grid, consider its self-consumption during this process. The total energy taken from grid won't be completely the same as the total energy discharged from the battery system. Hence, the warranty claim under such conditions will not be accepted.

II. For Hybrid inverters installed in completely off-grid settings:

- It is requested that off-grid installation is inspected annually by a qualified electrician and recorded in form of documentation. Failure to comply with the described requirement to maintain the equipment may invalidate any warranty claims;
- For better analysis and troubleshooting in case of a warranty claim, it is recommended that the customer register the inverter system online; otherwise, the customer will need to provide detailed information in Solax RMA form for the warranty claim;
- The load installed with an off-grid system shall be calculated on the basis of its rated power; otherwise, it may have EPS Overload fault during night time or when there is not enough production from PV and battery, especially for inductive loads. Damages to inverters caused by incorrect installation will not be covered by the warranty.

*This warranty is valid from 1st July 2021;