



SolaX Power PV Inverters

Solax Power Warranty Terms & Conditions

Administered by SolaX Power Co., Ltd.

This policy governs the exchange program for SolaX Power PV inverters (“**inverters**”) covered by SolaX Power’s warranty (the “**Exchange Program**”). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. SolaX Power may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

This policy is valid for the following SolaX Inverters only:

Solax Box (TL5K+BMU5K), Three-phase Solax Box (X-HYBRID-5.0-T-B, X-HYBRID-6.0-T-B, X-HYBRID-8.0-T-B, X-HYBRID-10.0-T-B), Pylontech Battery (US2000B)

* For the detail Warranty Terms and Conditions of Pylontech Battery please refer to the Appendix 1 of this document.

1. Warranty Claims

The standard warranty period for inverters and BMU is **120 months**, starting from the date on which the inverter is commissioned by the installer or customer’s agent. PLEASE NOTE, THIS WARRANTY IS LIMITED TO THE SOLAX INVERTER & BMU ONLY; ALL ACCESSORIES INCLUDING METER, CT, WIFI KIT, CONTROL BOX, EPS BOX, DISPLAY WILL ONLY BE COVERED FOR 24 MONTH WARRANTY EFFECTED FROM THE COMMISSIONING DATE.

The warranty period commences from the date on which the inverter is commissioned by the installer or customer’s agent. Exchange services apply only to inverter within their warranty period as applicable.

Please note: If you are a private end-user, please contact your installer, or any SolaX Power authorized dealer or distributor to report any alleged inverter faults in the first instance. SolaX Power will work directly with the installer/distributor to replace a faulty inverter if deemed eligible under the terms of the Exchange Program.

2. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by SolaX Power’s warranty obligations:

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- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
 - b. Improper or noncompliant use, installation, commissioning, start up or operation
 - c. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
 - d. Installation in a corrosive environment
 - e. Damage during transportation
 - f. Unauthorized repair attempts
 - g. Failure to register the warranty as required under this policy (outlined in section 10)

3. Exchange Service

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

Inverter data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentation including:

1. Copy of original purchase invoice.
2. Valid warranty certificate
3. Detailed information about the entire systems (e.g. system schematic)
4. Documentation of previous claims/exchanges (if applicable)

SolaX Power reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of an Inverter, you must contact the SolaX Power Service Center.

Email: service@solaxpower.com

Call: 1300 476 529 Monday to Friday from 8:30am to 5:30pm (excluding public holiday).

4. SolaX Power Responsibility

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance, SolaX Power will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. SolaX Power will dispatch a replacement Inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement Inverter, the customer must return the allegedly faulty Inverter in the same packaging material

as the replacement Inverter. SolaX Power will supply all labels, documentation and freight details for the return of the allegedly faulty Inverter. All allegedly faulty Inverter must be returned within 10 (ten) working days of the receipt of the replacement Inverter. A qualified installer must be available for the Inverter exchange and re-commissioning. The replacement Inverter will be covered by the original warranty terms of the faulty Inverter for the remaining warranty period of the original (faulty) Inverter.

5. Distributor Responsibility

In the event of an equipment failure or fault, it is the distributor's responsibility to work directly with the SolaX Power Service Center in order to limit the return of non-faulty equipment. The SolaX Power Service Center will work with the distributor to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement unit, the distributor/installer must first contact the SolaX Power Service Center and fulfill the distributor/installer's responsibilities under Section 3 of this document.

6. Compensation for Distributors

If faulty equipment is exchanged by a distributor/installer within the warranty period, SolaX Power will make a onetime payment to the distributor of AUD150 as compensation (GST inclusive, payable for each site). In the course of inspection by SolaX Power, if the allegedly faulty Inverter is found by SolaX Power to be ineligible for exchange under this policy, the compensation payment will not be made and the distributor will be charged for the repair of the unit as noted in clause 7 below. In order to receive the compensation payment, the distributor must provide proof of a valid warranty for the Inverter, a correctly issued and fully completed invoice (as provided by SolaX Power with the replacement Inverter), and a valid case number for the Inverter (as provided by the SolaX Power Service Center). The distributor must ensure the return of the suspect equipment prior to reimbursement from SolaX Power.

7. Inspection Charge for Inverter Not Found Defective

If an allegedly faulty Inverter is returned to SolaX Power pursuant to this Policy, and is found by SolaX Power to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, SolaX Power will charge a flat-rate inspection charge for each Inverter of AUD150, plus shipping and packaging costs.

8. Inverter Replacement Procedure

SolaX Power must be provided with the relevant documentation as shown in Section 3. This procedure must

be followed for a warranty claim to be applicable under this Exchange Program.

- a. The installer must contact the SolaX Power Service Centre and supply the required information as shown in Section 3. As outlined in Section 5, the installer will liaise with SolaX Power Service Centre to try and find a solution without the need to exchange the Inverter.
- b. If the Inverter is deemed faulty and is eligible for the Exchange Program, SolaX Power will raise and create a case number for the Inverter and communicate this with the Distributor.
- c. SolaX Power will dispatch a replacement Inverter within 3 working days of the case number being created. The Inverter will be shipped to the specified customer or distributor location at SolaX Power's cost.
- d. The installer will install the replacement Inverter and use the packaging to repack the faulty Inverter.
- e. SolaX Power will cover the costs of collection and shipment of the faulty Inverter back to SolaX Power as detailed in Section 4. The customer or installer must assist with this shipping. If the faulty Inverter is not returned within 10 working days of receiving the replacement Inverter installation, SolaX Power will invoice the relevant distributor for the cost of the Inverter.
- f. SolaX Power will facilitate Section 6 of this document and pay the rebate to the distributor. It is the distributor's responsibility to pass this rebate on to the correct Installer. Installer details will be supplied by SolaX Power.

9. Warranty Registration

It is a requirement that all Inverter are registered in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with a the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Solax website (as specified on the registration certificate), at which point a full warranty certificate is issued. Warranties must be registered no more than six weeks following the date of commissioning. The information required at the point of registration is as follows:

- i. Inverter model
- ii. Inverter serial number
- iii. Installation date
- iv. Customer name
- v. Installation post code
- vi. Full installation address
- vii. Name of installation company

Upon receipt of the registration request, SolaX will issue a full warranty certificate to the customer by email within seven working days.

Appendix 1:

1. Terms of Warranty for Pylontech

Pylontech guarantees the material and performance of its products being free of defects and the capacity retention being not less than 80% within 120 months (hereof refer to "products warranty period") to the customers who would successfully register and fulfill the information online: www.pylontech.com.cn/service/registration

The products which are guaranteed should be installed operated and maintained according to the specifications identified in the products installation manual which is available on: www.pylontech.com.cn/service/documents and be free of any damage.

The product warranty date starts from one of the following date which is prior to the other:

1. The system registration date
2. Six months after date of manufacture.

Accumulated discharge energy should not be more than 350times of Nominal Energy per year.

The warranted usable energy will be adjusted every year if the customer fails to fulfill such requirement according to the following conditions:

Yearly Use Rate [%] = (Accumulated Energy-14000Ah) / 14000Ah x 100%

(14000 Ah=350x50Ahx80%)

- If $0\% < \text{Use Rate} < 10\%$, then the warranted usable energy will be reduced by Use Rate X 0.3;
- If $10\% \leq \text{Use Rate} < 20\%$, then the warranted usable energy will be reduced by Use Rate X 0.5;
- If $20\% \leq \text{Use Rate} < 30\%$, then the warranted usable energy will be reduced by Use Rate X 1.0;
- If $30\% \leq \text{Use Rate}$, then the warranted usable energy will be reduced by Use Rate X 1.5.

In case of any failures to confirm to the above indications from the customer side with in the warranty period, Pylontech has the right to decide the way to offer the service of repair, or replacement with new or refurbished products.

2. Registration

Please do register online when installation, the successful registration is a must for the warranty of 120 months. The registration online (www.pylontech.com.cn/registration) is essential for customers after installation to avoid the battery damage caused by incorrect installation, incorrect setting of parameters or others.

Note: the warranty period will be end within 60 months after the leaving date of product from Pylontech factory when any failures to register online happen.

3. Claim

Pylontech should be informed within 48 hours via email to calling in case of any products problems or defects that should be claimed for warranty. The root analysis is necessary during claim and the final verification should be decided by Pylontech.

For a warranty claim, following documents are required:

- 1) Register number and battery serial number;
- 2) Faulty description:
 - a. Is the RUM light flashing or off?
 - b. Is the ALM light on or off?
 - c. Battery can be charge/discharge or not?

The warranty of replacement and repaired product should be kept in line with the original warranty period. If any claiming products are not available in the market anymore because of improvement or updating, Pylontech has the right to replace with different kind of parts or components according to the latest technical standards.

Compensation scheme based on original purchase price follows as:

- < 6 months, 100% of the purchase price;
- < 12 months, 75% of the purchase price;
- < 24 months, 55% of the purchase price;
- < 36 months, 35% of the purchase price;
- < 48 months, 25% of the purchase price;
- < 60 months, 15% of the purchase price;
- < 72 months, 12% of the purchase price;
- < 84 months, 7% of the purchase price;
- < 96 months, 4% of the purchase price;
- < 108 months, 2% of the purchase price;
- < 120 months, 1% of the purchase price;
- ≥ 120 months, out of warranty.

Principally, warranty claims should be made to the authorized reseller from whom the Product was purchased. Claim from the customers who could not successfully contact with the authorized reseller and who buy from Pylontech directly can be made to Pylontech at:

Address: No 73, Lane 887, Zu Chongzhi Road, Zhejiang Hi-Tech, Pudong, Shanghai;

Post Code: 201203



SolaX Power Co., Ltd.

www.solaxpower.com

1300 476 529

service@solaxpower.com

Telephone: +86 21 51317693 / +86 21 51317697

Fax: +86 21 51317698

Email: service@pylontech.com.cn

4. Exclusions of Warranty

No liabilities would be taken by Pylontech for products warranty if any indirect damages or defects caused by the following:

1. Installed with inverter which have not been tested by Pylontech;
2. Use of a inverter that fails to meet the requirements, such like the parameter of inverter is not compatible with battery including but not limited to peak voltage or current;
3. Battery damage caused by inverter failure;
4. Battery have not been recharged within 12 hours after low voltage production startup;
5. Battery has been treated improperly, negligently in any other inappropriate way, including use outside of recommended ambient condition, and the ambient temperature shall be in range of -10°C~50°C with the current limit:
 - 40~50°C: 10A charging and discharging;
 - 10~40°C: 25A charging and discharging;
 - 0~10°C: 10A charging and 25A discharging;
 - -10~0°C: no charging and 5A discharging;
6. Damage in transporting, including but not limited by dropping, trampling, deforming, impacting or spearing with a sharp items;
7. Storage, installation, commissioning, modification or repair of the product, or opening of the external casing of the product, that is performed by anyone other than Pylontech or a Pylontech's certified installer;
8. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
9. Any attempt to extend or reduce the life of the product without any written confirmation from Pylontech, whether by physical means, programming or others;
10. Removal and reinstallation at another place from the original installation without the written confirmation from Pylontech;
11. Damaged by water, conductive dust or corrosive gas;
12. Battery have been disassembled;
13. Battery have been connected with different type battery modules;
14. Battery have been connected with battery not from Pylontech.
15. Faulty claims without warranty card, serial number or enough faulty description;
16. Failure to install, operate or maintain the product in accordance with the safety precautions, Installation guide or use manual.



SolaX Power Co., Ltd.

www.solaxpower.com

1300 476 529

service@solaxpower.com

Except as herein expressly stated, there are no warranties or conditions beyond the law. The parties (Pylon and resellers partners or customers) agree the warranty hereof.

In no event, Pylontech should be liable for any special, incidental or consequential damages of any nature advised of possibility of such damages.