

# Hoymiles Warranty Terms & Conditions

## For Hybrid Inverter Series

### (Global Version)

- Administered by Hoymiles Power Electronics Inc.

This policy applies globally except for the European countries, the United States, Australia and New Zealand. This policy governs the exchange program for Hoymiles HYBRID INVERTER and the Communication Module 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 hybrid inverter not returned in accordance with this policy.

#### 1. Warranty Claims

The limited warranty period for Hybrid Inverter is 5 years (60 months).

The limited warranty period for Communication Module is 2 years (24 months).

- The effective warranty period starts from the earlier of:
  - (1) 10 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 HYBRID-INVERTER ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES WITH A HOYMILES HYBRID-INVERTER, PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

- Exchange services apply only to hybrid 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 hybrid inverters installed by a suitably qualified professional. The warranty policy will be rendered invalid where hybrid 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.

Note:

If you are an end-user, please contact your installer in the first instance in case of any warranty issue. Hoymiles will work directly with the installer to replace a faulty hybrid 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. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

#### 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.

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 hybrid 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 (repair 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. No other costs - including 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, or the costs of third-parties that have not been authorized by Hoymiles.

### **4. Exchange Service**

Any hybrid inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished hybrid

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:

Hybrid 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. Detailed information about the entire system (e.g. system schematic).
3. Documentation of previous claims/exchanges (if applicable).
4. RMA (Template will be provided by Hoymiles Technical Service Center).

**Hoymiles reserves the right to refuse exchange requests where adequate information is not provided.**

To request the replacement of an hybrid 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. Hoymiles will dispatch a replacement hybrid inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement hybrid inverter, the customer must return the allegedly faulty hybrid inverter in the same packaging material as the replacement hybrid inverter if it's required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty hybrid inverter. Hoymiles reserves all rights to collect all allegedly faulty hybrid inverters if it's necessary. A qualified installer must be available for the hybrid inverter exchange and re-commissioning.

## 6. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer 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 installer to rectify the fault or fault message through telephone support or with direct PC links.

Note: To qualify for further replacement unit, the installer must first contact the Hoymiles Service Center and fulfill the installer's responsibilities under Section 6 of this document.

During inspection by Hoymiles, if the allegedly faulty hybrid inverter is found by Hoymiles to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the hybrid inverter, a correctly issued receipt, and a valid RMA case number for the hybrid inverter (as provided by Hoymiles Technical Service Center). In all instances, the installer must send the required items to a Hoymiles local warehouse or the warehouse of a local distributor.

## 7. Inspection Charge for Hybrid Inverters Not Found Defective

If an allegedly faulty hybrid inverter is returned to Hoymiles pursuant to this Policy, and is found by Hoymiles to be free of defects that would qualify it for replacement under this policy, or due to warranty applicability limitations as stated in Section 2, Hoymiles reserves the right to apply a flat-rate inspection charge of USD100 (outside of Europe) or EUR100 (in Europe) per unit, plus shipping and packaging costs.

## 8. Hybrid 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 installer must contact Hoymiles Service Center and supply the required information as shown in Section 4. As outlined in Section 6, the installer will work with Hoymiles Service Center to find a solution without the need to exchange the hybrid inverter.
- b. If the hybrid inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will raise and create an RMA case number for the hybrid inverter and communicate with the installer for processing.
- c. Hoymiles will dispatch a replacement hybrid inverter within 3 working days from the RMA case number being created. The hybrid inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d. The installer will install the replacement hybrid inverter and use the packaging to repack the faulty hybrid inverter.
- e. For the faulty hybrid inverter that is required to be returned by Hoymiles, Hoymiles will cover the costs of collection and shipment of the faulty hybrid inverter back to Hoymiles as detailed in Section 5, and the purchaser shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty hybrid inverter is not returned within 10 working days from receiving the replacement hybrid inverter, Hoymiles reserves the right to invoice the relevant installer/ distributor for the cost of the hybrid inverter.
- f. In Terms of a missing defective hybrid inverter that is required to be returned by Hoymiles, 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. Hoymiles Contact

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

Tel: +86 571 2805 6101

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

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