

Warranty of SRNE Residential ESS EOV series

I. General rules

1. SRNE provides complete after-sales service for **Residential ESS** products, include All-in-one solar charge inverter and SRNE LFP battery.
2. The after-sales services provided by SRNE mainly include:
 - 1) Product installation guidance (video guidance will be arranged for overseas customers)
 - 2) Product debugging guidance (video guidance will be arranged for overseas customers)
 - 3) Product maintenance and replacement
 - 4) Customer Q&A in the process of using the product
 - 5) Technical training (video or remote training will be provided for overseas customers)
3. SRNE will select the appropriate treatment method to provide high-quality after-sales service according to the actual situation of the project.
4. If SRNE **Residential ESS product** and its supporting products are sold abroad via a domestic customer, SRNE will only provide the domestic customer with complete after-sales service in accordance with the after-sales service terms.

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II. Product installation and debugging

1. SRNE will provide remote product installation and debugging guidance services free of charge, provide product installation and debugging related guidance manuals, videos and other materials free of charge, and will provide detailed and thoughtful answers to the problems encountered by the customer in the process of product installation and debugging.
2. Under the following circumstances, SRNE will send technical personnel to the site for installation and commissioning guidance free of charge (only within the territory of China)
 - 1) For strategic cooperative customers, both parties have signed and started to perform the strategic procurement agreement.
 - 2) It is clearly stated in the contract or after-sales service terms signed by both parties at the time of purchase.
3. The technical personnel of SRNE only provide installation guidance via telephone and email, and will not directly get involved in product installation.

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4. The assistance provided by SRNE's technical personnel in debugging is only limited to SRNE's products. Before the product debugging, the environment where the product is located shall meet the requirements for installation and debugging, and the product-related connections shall be correct and meet the conditions for product debugging. SRNE will provide technical consulting services to guide customers to complete the preparation work before site debugging.

III. Product warranty

1. SRNE **Residential ESS product** and its supporting products shall be used in accordance with the conditions specified in the corresponding user's manual. The standard warranty period of the All-in-one solar charge inverter provided by SRNE EOV Series is **3 years**, and the standard warranty period of the SRNE LFP battery EOV series is **5 years**. If there is no special explanation, the warranty period starts from the date of delivery from SRNE.

2. If the quality problems of the products are confirmed by SRNE within the warranty period, SRNE will repair or replace the defective products (complete machine or parts) free of charge according to the actual situation. SRNE reserves the right to use the original or improved design when repairing or replacing defective products. The warranty period of repaired or replaced products shall be subject to the original warranty period.

3. Product damage caused under the following circumstances is not within the scope of the product warranty service:

- 1) Internal or external damage of products caused by improper use or unauthorized modification;
- 2) Incorrect installation and operation, including but not limited to the use of the product in violation of the user's manual under conditions beyond the scope specified by the product;
- 3) The housing or internal parts of the product are disassembled and assembled artificially;
- 4) Suffer from fire, flood, corrosion, insect disaster, volcanic eruption, earthquake, tsunami, typhoon and other accidents or force majeure;
- 5) Input voltage range, output voltage range, power supply and other external parameters are beyond the scope of application specified by the product;
- 6) Damage caused by defects in other parts of the system or products from other manufacturers;
- 7) The original product identification (including trademark and serial number) is artificially destroyed, altered or deleted.
- 8) Incorrect transportation, storage, installation or wiring by consumer or installer; if buyer fails to use the original packing materials provided by seller during the transportation of equipment the products damage or failure shall not fall under the warranty scope of the Product;

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- 9)exposure of the Product to movement or shaking following installation, or temperatures of more than 45°C or below -10°C;
- 10)Anyone other than those authorized by SRNE may not modify, disassemble, repair or replace the product;
- 11)The Product not being operated for any period of 6 months or more.

IV. Out Of Warranty

If the Product is out of warranty, SRNE may provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be undertaken by Original Buyer. To request such after-sales service Original Buyer must provide Sufficient information about any defects, to enable SRNE Partner to determine whether such defects are capable of repair.

V.Product maintenance and replacement

1. If the product is suspected to be defective, please contact the technical personnel of SRNE first, who will give response and conduct remote assessment within 48 hours, and give the treatment plan within 72 hours. During this period, both parties shall maintain close and good communication, and the customer needs to give an accurate feedback of relevant information on site required by SRNE's technical personnel, and cooperate with SRNE's technical personnel to carry out simple operation when necessary. Without the permission and guidance of SRNE's technical personnel, the customer shall be responsible for the consequences caused by unauthorized handling.
2. If the fault cannot be removed on site, SRNE will authorize the customer to dismantle the defective product. The authorization methods include written authorization, e-mail authorization, etc., but the customer is not allowed to dismantle the housing and internal parts of the defective product. To facilitate repair and replacement, please provide the following information:
 - a) Defective product model
 - b) Defective product serial number
 - c) Specific description of undesirable phenomena
 - d) Mailing address after product repair or replacement
3. Without the written authorization of SRNE, the customer shall not dismantle or repair the defective products to be returned.

For and on behalf of
SRNE Solar Co.,Ltd
深圳硕日新能源科技有限公司
Authorized Signature(s)

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