

# Hoymiles Warranty Terms & Conditions

## (For the United States Only)

– Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles products, including Micro-inverters (Model: MI/HM/HMT/HMS series), Data Transfer Units (the “DTU”), Rapid Shutdown Device (HRSD series, HRSD Plus series), Optimizer (HOPT series) and Transmitter (HT10 series, HT10-Kit/HT20 series) covered by Hoymiles’ warranty (the “Exchange Program”). Parties wish to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Hoymiles may, at its sole discretion, reject the exchange of any products not returned as required in this policy.

### 1. Warranty Claims

The standard warranty period for below Hoymiles products:

Micro-inverter: 25 years;

DTU: 3 years;

Combiner Box: 5 years;

Rapid Shutdown Device (HRSD series, HRSD Plus series): 25 years;

Optimizer (HOPT series): 25 years;

Transmitter (HT10 series): 10 years;

Transmitter (HT10-Kit/HT20 Kit series): 3 years.

NOTE: THIS WARRANTY POLICY IS LIMITED TO PRODUCTS MANUFACTURED BY HOYMILES ONLY. IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES ALONG WITH A HOYMILES MICRO-INVERTER, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

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.

For the module embedded Equipment, the Warranty Period shall not exceed the maximum of (1) the PV Module product warranty period and (2) the PV Module power warranty periods provided by the applicable module manufacturer.

Exchange services only apply to micro-inverters within their warranty period.

- The warranty applies to the original Hoymiles product purchaser, and is transferable only if the product remains installed in the original location. This warranty policy will only apply to Hoymiles products installed by a qualified professional. The warranty policy will be rendered invalid where Hoymiles products are sold secondhand through unlicensed sales channels. To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to [service@hoymiles.com](mailto:service@hoymiles.com).

**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 micro-inverter if it is 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 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, overvoltage, fire, thunderstorm, flooding; social causes such as war, turmoil, government intervention, strikes, embargoes, market conditions, 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. Defects that have no impact on the power generation after two years from the effective warranty date, including but not limited to LED indicator failure;
- l. Damage caused by defects of other components in the solar power system;
- m. Products purchased from an unauthorized dealer, distributor, or retailer;
- n. Original identification marks (including trademark and serial number) of the product have been destroyed, altered or removed.

This 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 shall not extend beyond the original cost of the Hoymiles products.

This warranty does not extend to parts, materials or equipment not manufactured by Hoymiles, with respect to 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 sells the product. Final claims in accordance with the law regarding product liability remain unaffected.

Hoymiles shall hold 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.

( $\geq$ ) 90 days (starting from the date that Hoymiles received the complaint), the remainder of the warranty period will be transferred to the replacement product. If the remainder of the warranty period is less than ( $<$ ) 90 days, the replacement product will be covered by a 90-day warranty counting from the date that Hoymiles dispatches the replacement/repaired product. If the products are 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 material and labor costs incurred during the repair as well as the costs for removal and replacement of the part or replacement device. 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 micro-inverter qualified for exchange within the warranty period will be replaced with a new or refurbished one, which is subject to the terms and conditions detailed in this document.

Micro-inverter data include:

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

Documentations include:

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 the Hoymiles Technical Service Center)

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

To request the replacement of a micro-inverter, you must contact Hoymiles Technical Service Center.

E-mail: [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 case number to the customer. This number shall be used in reference for all communications regarding the exchange. Hoymiles will dispatch a replacement micro-inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement micro-inverter, the customer must return the allegedly faulty micro-inverter in the same packaging material as the replacement micro-inverter if required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty micro-inverter. Hoymiles reserves all rights to collect all allegedly faulty micro-inverters if necessary.

A qualified installer must be present for the micro-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 Technical Service Center in order to avoid the return of non-faulty equipment. The Hoymiles Technical Service Center will work with the installer to address the fault or fault message through telephone support or with direct PC links.

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

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

## **7. Inspection Charge for Micro-inverters Not Found Defective**

If an allegedly faulty micro-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 if the limitation of liability is applicable 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. Micro-inverter Replacement Procedure**

Hoymiles must be provided with the relevant documentation as shown in Section 4. This procedure must be followed by a warranty claim to be applicable under this Exchange Program.

- a) The installer must contact the Hoymiles Technical Service Center and submit the required information as shown in Section 4. As outlined in Section 6, the installer will contact the Hoymiles Technical Service Center to see if there is a solution other than replacement.
- b) If the micro-inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will create an RMA case number for the micro-inverter and inform the installer.
- c) Hoymiles will dispatch a replacement micro-inverter within 3 working days upon the creation of the RMA case number. The micro-inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d) The installer will install the replacement micro-inverter and use the packaging to repack the faulty micro-inverter.
- e) For a faulty micro-inverter that is required to be returned by Hoymiles, Hoymiles will cover the costs of collection and shipment as detailed in Section 5, and the purchaser shall bear any applicable value added tax. The customer or installer must assist with the shipping process. If the required faulty micro-inverter is not returned within 10 working days from receiving the replacement micro-inverter, Hoymiles reserves the right to invoice the relevant installer/distributor for the cost of the micro-inverter.
- f) With regard to a missing or defective micro-inverter that is required to be returned by Hoymiles, Hoymiles reserves the right to invoice the relevant installer/distributor for the value of 80% of the 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. The purchaser is entitled to a replacement in case of a major failure and compensation for any other reasonably foreseeable loss or damage. The purchaser is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not constitute a major one. 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: F6, 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)