

# Hoymiles Warranty Terms & Conditions

## (For Australia & New Zealand Only)

– Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles Microinverters (Model: HM/HMT/HMS Series) and Data Transfer Units (the “DTU”) covered by Hoymiles’ warranty (the “Exchange Program”). Parties wishing 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 inverter not returned as required in this policy.

### 1. Warranty Claims

The standard warranty period for Microinverters: 144 months

For DTU: 24 months (The product is shipped from Hoymiles before 31<sup>st</sup> Dec 2021)

36 months (The product is shipped from Hoymiles after 1<sup>st</sup> Jan 2022)

NOTE: THIS WARRANTY POLICY IS LIMITED TO HOYMILES MICROINVERTER AND DTU RANGE ONLY. IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES ALONG WITH A HOYMILES MICROINVERTER, 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 of the product.

An extended warranty period that covers an additional 156 months for microinverters is available for purchase within 36 months from the commissioning date. (See Section 9 for information relating to the warranty extension). Exchange services apply only to inverters within their warranty period or extended 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 apply only to inverters installed by a qualified professional. The warranty policy will be rendered invalid where inverters 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 a private 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 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. Limitation of Liability

Subject to the conditions set out below, Hoymiles warrants that the products will correspond substantially with their specifications at the time of delivery and will be free from material defects.

In the event of damage 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 Hoymiles’ warranty obligations:

- a. Force majeure (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 installation 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 repair attempts
- h. Unauthorized removal and reinstallation
- i. Normal appearance wear, including discoloration and scratches
- j. Defects that have no impact on the power generation after two years from the effective warranty date, including LED indicator failure
- k. Damage caused by defects of other components in the solar power system

Furthermore, if the 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, installation 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, 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.

This warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not affect the proper functioning of the product.

Claims by buyer 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. 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.

If the entire batch of products are replaced under warranty, and the remainder of the warranty period is more than ( $\geq$ ) 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/repared inverter. If the product components are replaced or repaired under this warranty, the components used will be covered by the remainder of the warranty period of the repaired product.

### **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 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.

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 an inverter, you must contact the 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 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 if required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. Hoymiles reserves all rights to collect all allegedly faulty inverters if necessary.

A qualified installer must be present for the 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 4 of this document

During inspection by Hoymiles, if the allegedly faulty inverter is found to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the inverter, a correctly issued receipt, and a valid case number for the inverter (as provided by the 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 Inverters Not Found Defective

If an allegedly faulty 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 (Europe) per unit, plus shipping and packaging costs.

## **8. 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 inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will create a case number for the inverter and inform the installer.
- c) Hoymiles will dispatch a replacement inverter within 3 working days upon the creation of the case number. The inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d) The installer will install the replacement inverter and use the packaging to repack the faulty inverter.
- e) For a faulty 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 buyer shall bear any applicable value added tax. The customer or installer must assist with the shipping process. If the required faulty inverter is not returned within 10 working days from receiving the replacement inverter, Hoymiles reserves the right to invoice the relevant installer/distributor for the cost of the inverter.
- f) With regard to a missing or defective 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. Warranty Extension**

The Hoymiles Microinverter range is eligible for a warranty extension (for microinverter only) of 156 months (taking the maximum warranty period to 25 years from the point of commissioning). The warranty extension is available for purchase within 36 months from the commissioning date of the inverter. To request the warranty extension, please contact [service@hoymiles.com](mailto:service@hoymiles.com) for more details.

Please make sure that the maximum PV input power does not exceed 1.35 times of the microinverter rated power, otherwise the microinverter in the system will no longer be covered under extended warranty (only the standard warranty of 12 years will apply).

## **10. Australian Consumer Laws**

If you acquire the product from an Authorized Reseller, the Australian Consumer Law applies;

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage

You 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

The consumer benefits as provided by this warranty are in addition to any other rights and remedies available to the Australian consumer under law in relation to the goods or services which the warranty covers.

## **11. Hoymiles Contact**

Address: No.18 Kangjing Road, 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)

## **12. Local Distributor Contact:**

Company Name: HOYMILES POWER ELECTRONICS PTY LTD

Address: Unit 1 174 HAMPDEN RD NEDLANDS WA 6009, Australia.

Tel: 0498353593

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

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