Sungrow Manufacturer's Warranty for Distribution

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Effective Date: 1 June 2024

1 DEFINITIONS

1.1 **"Accessory"** any Product which can be installed together with Residential Products, Residential Batteries, C&I and Utility Distribution Products or EV-Charging Products.

1.2 **"Certified Personnel"** means any natural person who has received and passed all required training by SUNGROW to install, maintain or otherwise handle the Products.

1.3 **"Customer"** means a company or person who ultimately uses or intends ultimately to use a product.

1.4 **"C&I and Utility Distribution Product"** means any Products and Accessories referred to as such in Schedule A.

1.5 **"Defect"** means any fault, imperfection or shortcoming in the quality, quantity, potency or standard of the materials or workmanship that is pledged by SUNGROW or is required to be maintained by or under any law for the time being in force under any contract or purchase order signed between the End-User or Customer and Sungrow, provided that such fault, imperfection or shortcoming happened during the process of manufacturing of the Product. For clarification, Defects do not encompass normal wear and tear or any changes in the Product's appearance (such as scratches, stains, mechanical wear, rust or mold) as long as they do not affect the Product's functionality. **"Defective**" shall mean a Product having a Defect.

1.6 **"Distributor"** means any natural or legal person in the supply chain, other than Sungrow or the End-User or Customer, who makes a product available on the market after purchasing from SUNGROW.

1.7 **"End-User"** means the legal owner of the Product for which the service will be performed or a person authorized by the legal owner making a claim under this Warranty.

1.8 **"EV Charger" or "EV Charging Product"** means AC and DC charging devices for electric cars referred to as such in Schedule A.

1.9 **"Extended Warranty"** means the extension of this Warranty that may be purchased, if applicable to this Product, as per the details outlined in Schedule D.

1.10 "**Force Majeure**" means certain acts, events or circumstances beyond the control of the parties including but not limited to, natural disasters or the outbreak of hostilities, war, fire, flood, plagues, earthquake, lightning, etc in the country where the Product is installed.

1.11 **"Installer"** means any natural or legal person who undertakes to or offers to undertake to install the Products in the final placement. This definition includes subcontractors, specialty contractors, prime contractors, and any person receiving consideration for the general supervision and/or coordination of such installation activities. This definition shall govern without regard to whether or not the installer is acting in fulfillment of a contract with SUNGROW.

1.12 **"Manual"** means SUNGROW's storage, transportation, installation, operation and maintenance guidelines for the Product covered under this Warranty applicable at the time the contract is concluded, including the Quick Installation Guide, User Manual, Declarations and any other technical documentation related to the Product as supplied within scope of delivery of the Product and on SUNGROW's website.

1.13 **"Microinverter"** means a Product placed on the immediate environment or backside of a solar panel, converting direct to alternating current.

1.14 **"Notification"** means the communication, in the form outlined in Clause 5, of a Defect by

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the End-User or Customer to SUNGROW with the purpose of exercising the End-User or Customer's rights under this Warranty.

1.15 **"Power Optimizer"** means PV module optimizers that are fitted to each solar panel to optimize the power output generated by each panel.

1.16 **"Product"** means each of the SUNGROW products set out in Schedule A, which have been purchased by the End-User or Customer via a Distributor.

1.17 **"Residential Battery"** means a sub-category of Residential Products, namely any batteries associated with use by private End-User or Customers that are sold together with other SUNGROW Residential Products. Please refer to schedule A for list of Residential Batteries.

1.18 **"Residential Product"** means any Product manufactured by SUNGROW referred to as such in Schedule A.

1.19 **"Site"** means the location where the Product is installed for initial operation and which is set during commissioning on iSolarCloud.

1.20 **"Standard Warranty Term"** or **"Warranty Term"** means the term of the Standard Warranty, starting on the Warranty Commencement Date and running for the amount of years specified in Schedule A per Product.

1.21 **"SUNGROW Service Personnel"** means any employee, agent or other third party authorized directly or indirectly by SUNGROW to conduct work under this Warranty.

1.22 **"Warranty"** means this Manufacturer's Warranty for the Product.

1.23 **"Warranty Commencement Date"** means the date on which the Standard Warranty Term starts. The applicable Warranty Commencement Date is outlined in Schedule A.

2 OVERVIEW

2.1 This Warranty is provided by Sungrow Deutschland GmbH.

2.2 This Warranty is applicable for all Products as listed under 2.3, 2.4 and 2.5 manufactured from 1st of January 2024.

2.3 This Warranty can be claimed by the End-User or Customer.

2.4 This Warranty applies in addition to the End-User or Customer's legal rights and remedies under local laws that cannot be excluded or limited. The terms of this Warranty will apply to the extent permitted by applicable law.

2.5 This Warranty is offered by SUNGROW as a Standard Warranty.

3 PRODUCT WARRANTY

3.1 SUNGROW warrants that the Products are free from Defects.

3.2 In the event that a Product is found to be Defective and SUNGROW accepts a claim under this Warranty, SUNGROW may at its sole discretion choose to either repair or replace the Defective Product.

3.3 The Warranty is applicable for the Standard Warranty Term.

4 VALIDITY

4.1 This Warranty is valid for Products purchased and are installed only in the following countries and/or regions:

European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, Czech

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Republic); Bosnia and Herzegovina, Norway, Switzerland, Albania, Serbia, Montenegro, North Macedonia, Israel, United Kingdom and Turkey.

Any overseas territories that belong to the countries listed in this clause 4.1 are excluded from this Standard Warranty.

Other than the countries specified in this Warranty, please contact SUNGROW for more information.

4.2 The Warranty shall not extend to cover any items, parts or components not manufactured by SUNGROW or any parts or components which have been added to or integrated into the Product by the End-User or Customer or any other third party, or any Products which have been altered by any third party which is not SUNGROW or a Certified Personnel

4.3 The Warranty is only valid for SUNGROW products which have the relevant and up to date market certification and fulfil the technical requirements of the applicable market. It is the Installer, End-User or Customer's responsibility to verify that the Products are certified and fulfil the technical requirements.

4.4 The Warranty is only valid for SUNGROW Products which are approved compatible with the SUNGROW products with which they are intended to be used. It is the Installer's or End-User or Customer's responsibility to verify with SUNGROW or on SUNGROW's website that the Products are compatible for the intended use.

4.5 The Warranty is only valid for Products installed between 500m from the sea up to 5,000m from the sea if they are equipped with C5 protection, and more than 5,000m from the sea if they are not equipped with C5 protection.

4.6 SUNGROW shall only cover shipment costs and custom fees according to DDP Incoterms 2020 for the countries being part of European Union and the United Kingdom.

4.7 For countries that are not part of the European Union, Ex-Works (EXW) Incoterms 2020 shall apply, unless agreed otherwise.

5 NOTIFICATION

5.1 If the End-User or Customer discovers or suspects a Defect of a Product covered by the Warranty, the End-User or Customer shall issue as soon as practicable and no longer than 5 working days a notification through SUNGROW's platform http://www.gsp.sungrow.cn/ (the "**Notification**"). To raise a Notification for a Defect under this Warranty, the following information shall be provided:

A) Product and Product's corresponding serial number.

B) E-Mail address of the End-User or Customer.

C) Copy of the invoice and if available installation report.

D) A brief description of the non-conformity or Defect including any failure code; and

E) A brief summary of activities conducted by the End-User or Customer in relation to the Defect.

5.2 SUNGROW reserves the right to request additional information to process the claim.

5.3 SUNGROW will respond to the Notification in a timely manner by either:

A) accepting the claim with the service ticket number, or

B) rejecting the claim providing appropriate reasons by email to the End-User or Customer under the e-mail address indicated in accordance with Clause 5.1 B). The End-User or Customer may object to the rejection of their claim by e-mail; further communication between SUNGROW and the End-User or Customer on the validity of the End-User or Customer's Warranty claim will then be conducted via e-mail.

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6 EXECUTION

6.1 Following the successful issuance of a Notification and the acceptance of the claim by SUNGROW in accordance with Clause 5.3 A), the following remedies may apply:

A) Replacement of the Defective Product or part of the Product.

SUNGROW reserves the right to supply a different or newer product model for replacement, if appropriate. Shipment and delivery dates are to be agreed upon between the parties via the service ticket when the claim is accepted by SUNGROW.

The replaced Product or part will keep the Warranty Term of the original Product. If the Warranty Term left of the original Product is less than one (1) year, the Warranty Term for the replaced unit or part will be extended to one (1) year from the date on which the replacement is conducted. Any replacement parts may be new or refurbished if the replaced Product or part is older than six months from the production date. In case of replacement, the Product removed shall become the property of SUNGROW.

B) As applicable: Dispatch of SUNGROW Service Personnel on Site for investigation and/or repairs and/or replacement and/or for checking the installation and making recommendations for possible corrective measures.

C) As applicable: Repairing the Defective Product in a workshop belonging to or determined by SUNGROW or SUNGROW Service Personnel. The transport costs of the Defective Product when sending it to the workshop for repair and the cost for the return of the Product to End-User or Customer by a transport company commissioned by SUNGROW will be borne by SUNGROW.

D) In case of replacement of the Defective Product or part of the Product (section 6.1 A), the following shall apply: After disassembling the Product, the End-User or Customer has the responsibility to store the Product in an adequate manner as outlined in the user manual) and to repack the Product in an adequate manner, best in the original packaging, ready for pickup by a transport company commissioned by SUNGROW. The pick-up date shall be coordinated by Sungrow with the End-User or Customer and with the transport company. The End-User or Customer shall keep themselves available to ensure pick-up of the Defective Product within 30 calendar days.

E) If the End-User or Customer does not facilitate a send back of the Defective Product within 30 calendar days, SUNGROW shall have the right to invoice to and claim from the End-User or Customer the price of the replacement Product.

6.2 SUNGROW reserves the right to require the End-User or Customer to sign a cost declaration letter when the End-User or Customer requests a replacement shipment for the case that the warranty claim proves unjustified. The cost for an unjustified warranty claim is limited to the Product sales price of a replacement product or the repair cost, as applicable, shipment and transport cost as well as administrative fee of 20€. The claimant will get a report with the invoice.

7 PAYMENT

7.1 Any payment due by the End-User or Customer to SUNGROW shall be settled within thirty (30) calendar days from the date of SUNGROW's invoice.

7.2 If the End-User or Customer do not settle a payment in accordance with clause 7.1 , the End-User or Customer will be in default and will owe default interest at a rate per year of 5 % above the basic rate of interest during the time of default as far as this is allowed by applicable law or will owe the default interest rate allowed by applicable law if a default interest rate per year of 5% above the basic rate of interest is not allowed by applicable

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law. Any payment the End-User or Customer makes to settle the due payment, and the due default interest payment will first be deemed to settle the due default interest payment and then the due payment.

8 EXCLUSIONS

This Warranty does not cover any Defects, damages and/or losses caused by:

8.1 Improper transportation, handling and improper delivery caused by or for which the Distributor, Installer or End-User or Customer is responsible.

8.2 Failure to properly store the Product before installation in accordance with the Manual, unless SUNGROW has stored the Product.

8.3 Non-compliance with applicable regulations and standards as outlined in the Manual.

8.4 Improper installation, not complying with the Manual; this includes but is not limited to the installation or maintenance being performed by non-Certified Personnel,

8.4.1 For Residential Battery, Use of an incompatible PCS (inverters, DC/DC converters, etc.).

8.5 Use and application beyond the description in the Manual.

8.6 Neglect, abuse, misuse, improper maintenance or lack of maintenance, as set forth in the Manual. This includes the case that maintenance is not executed by Certified Personnel.

8.7 Adjustment or alteration, not authorized in writing by SUNGROW.

8.8 Modifications or attempts to repair not made by SUNGROW Service Personnel.

8.9 Voltage surge coming from PV array (DC side) or from grid (AC side).

8.10 Damages due to a numerous external insulation failure coming from the DC side.

8.11 Force Majeure

8.12 Damage or accidents due to third-party actions or any other reasons different from the standard use of the Product.

8.13 Use outside of the operating temperatures or installation requirements regarding ventilation/airflow specified in the Manual.

8.14 Downtimes or other business interruption of the Product and/or the installation, including but not limited to loss of profit.

8.15 This Warranty does not cover fuses, surge suppressors, filters, cosmetic/optical damages or wear and tear.

8.16 This Warranty does not cover costs for End-User or Customer's employees and/or any third-party unless stipulated otherwise in the Warranty.

8.17 Exposure to salt, mist or corrosion over and above the design specification.

8.18 In case a Firmware/Software update is needed, and the End-User or Customer fails to grant access to the Product, this Warranty shall be put on hold until the update has been completed. The access shall be granted either remote (free of charge) or onsite (chargeable in case End-User or Customer does not use the recommended SUNGROW communication device or requests on-site option even though remote option would be possible), as requested.

8.19 This Warranty does not cover failures that are related to outstanding Firmware/Software upgrades where the delay of the upgrade was not caused by SUNGROW.

8.20 This Warranty shall be void if

8.20.1 The serial number of the Product has been altered, manipulated, or cannot be clearly identified.

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8.20.2 The End-User or Customer fails to make any Product subject to a claim available for inspection, testing and correction by SUNGROW Service Personnel, or does not grant adequate access to the property/building on or in which the Product concerned is stored or installed or to the PV array of which the installed Product concerned has become an integral part.

9 WARRANTY TRANSFER

9.1 As long as the Products remain installed at their original Site, the Warranty for the Products transfers automatically to the End-User or Customer or Customer who currently owns the Products.

9.2 If the Products are relocated to another site, the transferability of the Warranty is subject to SUNGROW providing written consent, following a site inspection prior to and/or post the installation of the Products, or any other actions deemed reasonable by SUNGROW to approve the transfer of the Warranty to the new End-User or Customer after the change of the location of the Products. For the avoidance of doubt, SUNGROW shall not bear any costs associated with but not limited to, the re-installation of the Products such as transportation, loading/unloading, installation, commissioning, site inspection by SUNGROW.

9.3 In the event that a first End-User or Customer wishes to transfer the Warranty, they shall communicate to the new End User this Warranty document as well as all the related information.

10 EXTENDED WARRANTY FOR C&I DISTRIBUTION PRODUCT

10.1 The purchase of an Extended Warranty for the Products can be done via the regular Distribution channel or directly at SUNGROW. During the purchase process as well as up to twenty-four (24) months after the date of sales to the End User

10.2 The Extended Warranty contains the same rights and obligations of SUNGROW and the End-User or Customer as the present Warranty except for the following modifications:

10.2.1 The terms and conditions (in particular the price and length) of the Extended Warranty are specified in a separate contract to be concluded between the Emd-User and SUNGROW (Extended Warranty Agreement).

10.2.2 Should the parties agree on an Extended Warranty exceeding a term of the five (5) years established in Schedule A of the present Warranty, the end user must additionally, at his own discretion:

10.2.3 Notify SUNGROW about the Warranty Extension.

10.3 The person or party performing the maintenance – in the event that this is not SUNGROW shall be Certified Personnel and thereof proof can be provided to SUNGROW upon request;

10.3.1 In the event that maintenance is performed by non-Certified Personnel, the Extended Warranty shall lapse with retroactive effect up to the most recent point in time at which it can be proven that maintenance was performed by Certified Personnel.

10.4 The Warranty Exclusions in accordance with Clause 8 of this Warranty shall remain unaffected.

10.5 SUNGROW will cover the shipment cost as declared under Schedule B.

10.6 SUNGROW will not compensate for any handling charge per product as stated in Schedule B.

10.7 All the Warranty Extension rights shall be suspended in the event of the total or partial non-payment of the Product or component of the Product giving rise to the claim.

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10.8 Termination of the Extended Warranty by SUNGROW

End-User or Customer and SUNGROW shall have the right to ordinarily terminate the Extended Warranty – which requires twelve months' notice to be given to the other Party and will take effect on the first calendar day of the month in question – if End-User or Customer or SUNGROW becomes aware that continuing to provide the Extended Warranty will become technically or financially impossible or unreasonable in the foreseeable future. This applies in particular, but not exclusively, in the event that it becomes likely that relevant replacement parts will no longer be available on the market, or the PV plant is sold or taken out of operations by End-User or Customer.

11 END-USER OR CUSTOMER'S OTHER RIGHTS

11.1 Any other right not mentioned specifically in this Warranty is out of the scope of SUNGROW; contractual or statutory rights resulting out of the End-User or Customer's purchase agreement with its seller remain unaffected and have to be enforced within the contractual relationship.

11.2 Without prejudice to the End-User or Customer's statutory liability claims against SUNGROW, the End-User or Customer shall first assert against the Distributor the Warranty rights in respect of Defects to which it is entitled. The rights under this Warranty may only be asserted by the End-User or Customer against SUNGROW in a subsidiary manner, i.e. if and to the extent that the Distributor is not liable for Defects in the Product. However, this does not apply if the End-User or Customer is a consumer. In this case, the rights arising from the Warranty against SUNGROW and the Warranty rights against the seller shall have equal priority and shall coexist.

12 END-USER OR CUSTOMER OBLIGATIONS

12.2 The End-User or Customer shall provide SUNGROW Service Personnel with adequate access to the Site free of cost, with a suitable lifting tool, if necessary (upper edge installation height more than 1,80m), and any special instructions for access to the Site. SUNGROW shall have no liability in the event that access is not provided to the Site despite the previous date arrangement and the End-User or Customer might be invoiced for any costs incurred by SUNGROW in the event an additional visit is required to the Site due to lack of access, unless such lack of access is not imputable to the End-User or Customer.

12.3 It is the End-User or Customer's responsibility to notify SUNGROW of any hazards at the Site and assure that the Site is free from hazards or obstructions, and that all safety precautions are followed at the Site.

12.4 It is the End-User or Customer's responsibility to ensure proper and professional storage of any goods in a dry and shielded environment and the proper maintenance of any Products (indications for this can be found in the Manual).

12.5 Beside 6.2 and 6.3 in case the root of failure is confirmed to be out of this Warranty by an On-site Report, Recovery Report or Repair Report, SUNGROW reserves the right to charge the related costs and expenses including but not limited to Site calls involving an inspection that determines no corrective maintenance, replacement of equipment, installation, materials, freight charges, travel expenses or labor of SUNGROW or its authorizes agents to the End-User or Customer; this only applies for End-User or Customers who are consumers if they knew or should have known that the claimed Defect is not covered by the Warranty.

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13 OTHER LIMITATIONS

13.1 This Warranty is suspended, without extending the Warranty Term, in case and for the duration of events including Force Majeure.

14 LIMITS OF LIABILITY

14.1 Notwithstanding SUNGROW's defects liability under applicable case law or statutory law, this Warranty constitutes the sole and exclusive remedy for claims against SUNGROW in respect of Defective Products and is in lieu of and excludes all other warranties, conditions, guarantees, or representations relating to the Products, whether oral or written, express or implied, including without restriction, any warranties of merchantability or of fitness for a particular purpose.

14.2 All other obligations or liabilities on the part of SUNGROW are expressly excluded and disclaimed as far as permissible under applicable case law or statutory law.

14.3 Notwithstanding SUNGROW's defects liability and product liability and any other liability which cannot be excluded under applicable case law or statutory law, SUNGROW, its affiliates, employees, subcontractors or suppliers shall not be liable for any indirect or consequential damages, including, but not limited to, loss of use, lost profits, loss of revenues, loss of data, loss of Production or of any associated equipment, cost of capital, cost of substitute equipment, facilities, services or replacement power, downtime costs and claims of any third parties for such damages due to the Defect of a Product or due to a breach by SUNGROW of the Warranty.

14.4 SUNGROW's aggregate liability under this Warranty for a specific Product shall not exceed the total amount of payments received by SUNGROW for the specific Product. For clarification, SUNGROW's liability does not exclude any liability which cannot be limited by law.

15 GOVERNING LAW

15.1 This Warranty and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of GERMANY. If any provision of this Warranty is held by a court of competent jurisdiction to be unenforceable because it is invalid or in conflict with any applicable case law or statutory law, the validity of the remaining provisions of the Warranty shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the unenforceable provisions were replaced by valid, legal and enforceable provisions that come closest to SUNGROW's intention underlying the invalid or unenforceable provision.

15.2 The United Nations Conventions on Contracts for the International Sale of Goods (1980) shall not apply to this Warranty or any aspect of any dispute relating to this Warranty.

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SCHEDULE A PRODUCT & STANDARD WARRANTY

Products	**Standard Warranty Term** from the Warranty Commencement Date
C&I and Utility Inverter SGxxCX Where xx = 33, 40, 50, 110 SGxxCX-P2 Where xx = 25, 30, 33, 36, 40, 50, 125 SGxxHX Where xx = 125, 250, 285, 350	**5 years** from 1. Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 month from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first **Remarks:** 2. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Residential Inverter SGxxRS* Where xx = 2, 2.5, 3 (for -S) & 3, 3.6, 4, 5, 6, 8, 10 SGxxRT* Where xx = 5, 6, 7, 8, 10, 12, 15, 17, 20 SHxxRS* Where xx = 3, 3.6, 4, 5, 6 SHxxRT* Where xx = 5, 6, 8, 10 SHxxRT-20* Where xx = 5, 6, 8, 10 SHxxT* Where xx = 5, 6, 8, 10, 12, 15, 20, 25	**15 years** from 1. Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 month from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Power Optimizer SP600S	25 Years from Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 month from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Microinverter Microinverter	Rooftop Microinverter: 25 Years from

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Rooftop S450SV11 S800SV11 S1600S V11 Balcony S450S V112 S800S V112	Balcony Microinverter: 15 Years from Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 months from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Residential Batteries SBRxx* Where xx = 064,096,128,160,192,224,256 SBHxx* Where xx = 100,150,200,250,300,350,400	**15years** from Date of Sales to End-User or Customer (invoice as reference) Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Monitoring Logger1000 A/B Winet-S Winet-S2 COM100 A/E/D EMU200A Logger3000 Logger4000	2 years Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 months from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Energy Management Device **iHomeManager**	5 years Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 months from date of sales to End-User or Customer; commissioning report from iSolarCloud as reference), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
EV-Chargers AC007E-01 AC007UK-01 AC007E-01 L1	3 years *01 (Combo Solution) – 5 years from Date of Sales to customer Commencement date is not later

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AC007UK-01 L1 AC011E-01 AC011E-01 L1 AC22E-01 AC22E-G2	than 1 year after initial sales from SG to Distributor. *01 (Combo Solution) above only refers to AC007E-01, AC007UK-01 and AC011E-01 and applies while stocks last.
Accessories **Energy Meter** DTSD1352-C/1(6)A DTSU666/5(80)A DTSU 666-20 DTSU 666 (1 CT meter) DDSU666 S100 **Batteries** Y Connector **X Plates** AC plate multi-core (SG110CX/ SG250HX) AC plate multi-core (SG350HX) AC plate single-core (SG350HX) AC plate 2 cables multi-core (SG350HX) AC plate 2 cable single-core (SG350HX) AC Plate 3-cable for SG125CX-P2 AC Plate 5-cable for SG125CX-P2 X Plate for SG110CX/SG250HX_S_D X plate for SG125CX-P2 **X Racks** X Rack for SG110CX/SG250HX_S_A X Rack for SG33/40/50CX_S_A X Rack for SG125CX-P2_S_A **Microinverter** Installation Starter Kit Cables Connectors Tools & Caps	2 years Date of Sales to End-User or Customer (invoice as reference) or commissioning date (if within 1 months from date of sales to End-User or Customer), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.
Accessories **EV Charger**	3 years Date of Sales to End-User or Customer (invoice as reference)

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Stand-Column for AC007/AC011/AC22E	or commissioning date (if within 1 months from date of sales to End-User or Customer), whichever comes first Remarks 1. Commencement date is not later than 1 year after initial sales from SG to Distributor.

*For Residential Inverters and Residential Batteries, the default warranty is 10 years, and a warranty extension of 5 years is available and the request of this optional warranty extension could be contacted with Sungrow.

For the Residential Battery the remaining Usable Energy is as measured and calculated using the following testing method and values:

- Battery SOC range set to 0-100% in the iSolarCloud app
- Ambient temperature is between 25~ 28°C:
- Discharge the battery with constant current until the battery reaches End of Discharge Voltage
- ("EODV") or its self-protective voltage.
- Wait for 10 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 10 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage.
- Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

For adding new modules to existing installation or mixing, the battery tower will keep the initial warranty condition starting from the date of sales to End-User or Customer of the initial battery.
Recommendations:

- The SOC of new battery module will be aligned with the previous SOC installation and therefore warranty conditions of new module (recommend adding modules within the first year of the installation of the battery tower).
- No difference in the capacity of the module if added within 1 year and warranty will be of 10 years, the warranty of the new system will stay the same and no further warranty will be given for the single added module.

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Product Model	Nominal Energy (kWh)	Minimum Throughput Energy (MWh) for 80% SOH	Minimum Throughput Energy (MWh) for 60% SOH
SBR064	6.40		25.6
SBR096	9.60	25.53	40.32
SBR128	12.80	34.04	53.76
SBR160	16.00	42.56	67.20
SBR192	19.20	51.07	80.64
SBR224	22.40	59.58	92.40
SBR256	25.60	68.09	105.42
SBH100	10.00	26.60	42.00
SBH150	15.00	39.90	63.00
SBH200	20.00	53.20	84.00
SBH250	25.00	66.50	105.00
SBH300	30.00	79.80	126.00
SBH350	35.00	93.10	147.00
SBH400	40.00	106.40	168.00

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SCHEDULE B REIMBURSEMENT

A replacement may be applicable to address the replacement costs covered by this warranty and is calculated based on the following table:

Service Region	Countries of Regions	Handling charge per product			
		Nominal power </= 20 kW, Residential Batteries	Nominal power > 20 kW Residential Batteries	Power Optimizer	AC Chargers
A Region	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Sweden, Scotland, Switzerland, United Kingdom	€ 110	€ 165 for up to 100kW € 198 for up to 250kW	€20	€ 100
B Region	Croatia, Cyprus, Czech Republic, Greece, Hungary, Malta, Poland, Portugal, Slovakia, Slovenia, Spain,	€ 88	€ 110 for up to 100kW € 143 for up to 250kW	€16	€ 80
C Region	Bulgaria, Estonia, Latvia, Lithuania, Rumania, Bosnia and Herzegovina	€ 66	€ 88 for up to 100kW € 121 for up to 250kW	€12	€ 60
Other countries	Not listed countries	n.a.	n.a.	n.a.	n.a.

In case claims are made for more than one product (Excluding Optimizer), the handling charge will be reduced by 50 % per each further product.

Accessories, WiNet-S, WiNetS2 and Microinverter are excluded from the abovementioned compensation.

The process to claim a reimbursement payment shall be the following:

1) A notification for the Reimbursement costs shall be issued to the SUNGROW subsidiary responsible for the execution of the related Warranty, including the number of GSP ticket created and the amount of products affected.
2) SUNGROW shall calculate the costs as per the table in this Schedule B, and should the claim be approved SUNGROW shall pay the appropriate amount to the account provided by the End User/Customer or authorized claimant.

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Service Region	Countries of Regions	Shipment cost and / or custom clearance
A Region	European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Sweden, Slovakia, Slovenia, Spain, Czech Republic); Israel, United Kingdom, Scotland, Norway, Switzerland,	Covered by SUNGROW
B Region	Oversea Territories of countries listed before. Bosnia and Herzegovina, not listed countries	**Not** covered by SUNROW

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SCHEDULE C CONDITIONS FOR USAGE

1.1 Installation, removal, commissioning and maintenance shall only be done by Certified Personnel. Certification training can be provided by SUNGROW, please contact the nearest office for further guidance.

1.2 End-User or Customer/Customer shall ensure Preventive maintenance and general upkeep of the Product in strict accordance with the manufacturer's manuals and guidelines.

1.3 For SUNGROW to be able to address issues remotely, it’s required for the End-User or Customer to install IsolarCloud. This will allow remote troubleshooting, updates and other features which will facilitate the efficient operation of the Products.

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SCHEDULE D EXTENDED WARRANTY

1.1 Extended Warranty available to purchase for the Products:

Products	**Extended Warranty** starting from the end of Standard Warranty Term
String inverter SGxxCX Where xx = 33, 40, 50, 110 SGxxCX-P2 Where xx = 25, 30, 33, 36, 40, 50, 125 SGxxHX Where xx = 125, 285, 350	10 years
SG250HX	5 years

1.2 Extended Warranty may be purchased:

i) on the date of sale

ii) within two years from the date of Factory Acceptance Test (FAT)

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