Hoymiles Limited Warranty Terms & Conditions (HiFlow Pro LV series)

This policy governs the exchange program for the following Hoymiles products covered by warranty: **Microinverter (HiFlow Pro LV series) and the Flex-S3 Plug and Play Cable** (each referred to as a "Product" or collectively "Products"). Parties wishing to participate in the Exchange Program must strictly abide by the procedures and requirements set forth in this policy. Hoymiles reserves the right, at its sole discretion, to reject the exchange of any products not returned in accordance with these requirements.

This warranty applies exclusively to Hoymiles products that satisfy the following conditions: (i) the products are installed and operated in compliance with the technical specifications and certifications applicable in the United States, its territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), and Canada (collectively, the "Designated Market"); and (ii) the products are part of the Hoymiles North America series models.

1. Warranty Claims

The standard warranty period for below products:

Microinverter HiFlow Pro LV Series: 12-Year Warranty (Applicable models: HMS-360-1WM-LV, HMS-391-1WM-LV, HMS-420-1WM-LV, HMS-450-1WM-LV, HMS-500-1WM-LV).

Flex-S3 Plug and Play Cable: 5-Year Warranty

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 PRODUCT, 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.

-Warranty Transfer: 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 Hoymiles products installed by a qualified professional. The warranty policy will be rendered invalid where Hoymiles products are sold second-hand through unlicensed sales channels. To transfer warranty ownership, please send an authorization email from the previous owner containing their written consent to transfer the warranty, with verification of ownership (e.g., purchase invoice copy) to service@hoymiles.com.

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-Disputes of Warranty Start Date: If you dispute the calculation of the warranty start date as defined in this agreement, you shall submit to service@hoymiles.com valid purchase documentation that clearly indicates the date of purchase, such as an invoice or contract, for verification. Upon review and approval by Hoymiles, the warranty period shall be reset to start three months from the purchase date as confirmed by the provided documentation. If the dispute is not approved, the original warranty start date shall remain in effect.

*Claims without valid proof of purchase will not be processed.
*Final determination of warranty adjustment remains at Hoymiles's sole discretion.

-Compliance Verification Requirement

For installations outside the Designated Markets, warranty eligibility requires:
a) Prior submission of official or qualified third-party certification documents proving compliance with local technical regulations and requirements; and
b) Written confirmation from Hoymiles validating such certifications and the applicability of this limited warranty

-Warranty Period for Replaced/Repaired Products:

If a product is replaced or repaired under this warranty, the replacement or repaired product will be covered by the remainder of the original warranty period. However, if the remaining warranty period is less than ninety (90) days, the replacement or repaired product will be covered by a 90-day warranty, commencing from the date Hoymiles dispatches the product.

If you are an end-user, please contact your installer in the first instance in case of any warranty issue. If you are an installer, please contact your distributor in the first instance in case of any warranty issue. Hoymiles will work directly with the distributor to replace a faulty product 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, commissioning and the costs associated with the distributor dispatching its own technicians to the site. If the original installation company (for end-user) or distributor (for installer) has ceased trading, please contact a qualified installer or distributor to arrange an on-site service authorized by Hoymiles or Hoymiles technical engineer.

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 in other non-Hoymiles-supplied components in the project 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 defaced, altered or removed;
o) Operational failures result from extreme environmental factors beyond product specifications;

Hoymiles shall hold no liability under this limited warranty, or any other warranty condition or guarantee, if the full purchase price for the goods has not been paid by the due date.

Third-Party Products & System Troubleshooting: This warranty does not extend to parts, materials, or equipment not manufactured by Hoymiles. For such ancillary items, you shall solely rely on the warranty or guarantee, if any, provided by the original manufacturer. Furthermore, this limited warranty does not cover costs related to the removal of the faulty product, the installation of the replacement, or the troubleshooting of your electrical systems.

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. Any on-site service (such as when the distributor dispatches its own technicians to repair the device) carried out without the prior written consent of Hoymiles shall result in Hoymiles being exempt from bearing the related costs. Hoymiles assumes no liability for any costs arising from unauthorized on-site services (by distributors/installers), the retrieval of not faulty equipment, or the use of unauthorized replacement equipment--including but not limited to transportation, accommodation, inspection costs, customs duties, technician travel expenses, fees for lift equipment or safe-access gear (for devices on slanted rooftops), and charges from unauthorized third parties or the distributor's own employees.

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4. Exchange Service

Any products qualified for exchange within the warranty period will be replaced by a new product of the same type or an equivalent product in performance and quality, at Hoymiles' discretion. If the original product type is no longer available, Hoymiles may, at its sole discretion, provide a replacement product that differs in size, appearance, model number or power level, provided that such replacement product will be of equivalent or superior specifications and technically compatible with any other products provided by Hoymiles.

As part of the exchange process, you are obligated to provide the following required products' data and documentation:

Product data includes:

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

Documentation includes:

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)

*Your initiating a warranty claim or product replacement through the Hoymiles Exchange Program must submit clear evidence of the device's defect. This includes photos or videos demonstrating the malfunction, system logs or diagnostic data, Hoymiles ticket record and/or comprehensive written failure descriptions. Hoymiles may request further information if the provided evidence is inadequate. Failure to provide sufficient proof may result in the denial of the warranty claim or replacement request. To request the replacement of a product, please contact Hoymiles Technical Service Center: service@hoymiles.com.

5. Hoymiles Responsibility

Upon receipt of the required information listed in Clause 4, and after attempts to correct the problem with your assistance, Hoymiles will assign a unique RMA case number to you. This number shall be used as a reference for all communications regarding the exchange. Following the receipt of the replacement product, you must return the allegedly faulty product in the same packaging material as the replacement product if required by Hoymiles. Hoymiles will supply all labels, documentation, and freight details for the return of the allegedly faulty product. Hoymiles reserves all rights to collect all allegedly faulty products if necessary.

6. Distributor Responsibility

In the event of an equipment failure or fault, you are responsible for working directly with the Hoymiles

Technical Service Center to avoid the return of non-faulty equipment. The Hoymiles Technical Service Center will work with you to address the fault or error message through telephone or online support.

You shall collaborate with a qualified installer to carry out the installation, commissioning, and maintenance of the product. All such work must strictly adhere to the specifications provided by the Hoymiles Technical Service Center. You shall refrain from replacing or exchanging the equipment for customers without prior authorization from Hoymiles.

Note: To qualify for any replacement unit, you must first contact the Hoymiles Technical Service Center and fulfill your responsibilities as outlined in Clause 6 of this document. A qualified installer must be present during the product exchange and re-commissioning process.

During inspection by Hoymiles, if the allegedly faulty product is found to be ineligible for exchange under this policy, you must provide proof of a valid warranty for the product, a correctly issued receipt, and a valid RMA case number provided by the Hoymiles Technical Service Center. In all instances, the installer is obliged to send the defective product back to you. You shall then coordinate with the Hoymiles Technical Service Center to determine whether the faulty equipment requires a return to a Hoymiles-designated warehouse.

7. Product Replacement Procedure

a) **Documentation Requirements:** You must provide the relevant documentation as listed in Clause 4. Compliance with this procedure is a mandatory prerequisite for any warranty claim to be applicable under this Exchange Program.

b) **Claim Initiation:** The distributor must contact the Hoymiles Technical Service Center and submit the required information as listed in Clause 4. As outlined in Clause 6, the distributor shall contact the Hoymiles Technical Service Center to determine if there is a solution other than replacement.

c) **Authorization:** If the product is deemed faulty and eligible for the Exchange Program, Hoymiles will create an RMA case number for the product and inform the distributor.

d) **Shipment:** The replacement product will be shipped to the specified location (your site or the distributor's location) at Hoymiles' cost.

e) **Installation & Repackaging:** The distributor is required to arrange for the installation of the replacement product by a qualified installer and use the provided packaging to repack the faulty product.

f) **Return & Costs:** For any faulty product required to be returned to Hoymiles, Hoymiles will cover the costs of collection and shipment as detailed in Clause 5, and you shall bear any applicable value added tax. You or the distributor shall assist with the shipping process. If the required faulty product is not returned within 25 working days from the date of receiving the replacement product, Hoymiles reserves the right to invoice the relevant distributor for the cost of the replacement product.

g) **Missing Product Fee:** Should a faulty product required to be returned to Hoymiles be missing, Hoymiles reserves the right to charge the relevant installer or distributor a fee equal to 80% of the product's original

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purchase price, as documented on the original invoice.

Inspection Charge for Products Not Found Defective or Not Eligible for Warranty

If you return a product claimed to be faulty to Hoymiles, and upon inspection, Hoymiles determines that the product is free of defects covered under this Limited Warranty, or if any exclusion stated in the Warranty Applicability Limitations clause applies, Hoymiles reserves the right to apply a flat-rate inspection charge of USD 100 per unit, plus all associated shipping and packaging costs.

8. Disclaimer of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, HOYMILES EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IF APPLICABLE LAW DOES NOT PERMIT THE DISCLAIMER OF IMPLIED WARRANTIES, THEN SUCH IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD SET FORTH HEREIN.

9. Limitation of Liability

Hoymiles' aggregate liability under this warranty shall not exceed the original purchase price of the defective product. In no event shall Hoymiles be liable for any special, collateral, indirect, punitive, incidental, consequential, or exemplary damages, including, without limitation, loss of goodwill, loss of profits or revenues, and loss of business opportunities, even if Hoymiles has been advised of the possibility of such damages.

Claims by you that go beyond the warranty terms set out herein are not covered. However, nothing in this Clause or this Agreement shall exclude or limit liability that cannot be legally excluded or limited by applicable statutory law regarding product liability.

SOME STATES, PROVINCES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

10. Customer Support Contact Information

Address: Richardson, Texas, USA

Phone number: +1(205)395-5515

Email at USA region: service.us@hoymiles.com

Email Canada region: service.ca@hoymiles.com

Web Page: www.hoymiles.com