

# After-sales Service Agreement of SRNE All-in-one Solar Charge Inverter and Its Supporting Products (Overseas version)

## I. General rules

1. SRNE provides complete after-sales service for inverters and supporting products, and the related products include photovoltaic grid-connected inverter, photovoltaic off-grid inverter, data collector, cable, connector and other accessories.
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 (standby unit will be provided for overseas customers)
  - 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 inverter 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.

## 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.

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- 3) The customer files an application to SRNE and is approved by SRNE.
3. The technical personnel of SRNE only provide installation guidance via telephone and email, and will not directly get involved in product installation.
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 off-grid inverter 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 product provided by SRNE is 12 months. If there is no special explanation, the warranty period starts from the date of delivery from SRNE; The warranty period for overseas customers is 14 months.
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.

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4. The warranty only covers the replacement and repair of defective products, exclusive of the installation and disassembly of the products.
5. The sole and exclusive warranty of warranty is given by SRNE under the law and is expressly in lieu of all other express and implied representations, including but not limited to the warranty of ownership, quality, merchantability, fitness for a particular purpose, non-infringement and the warranty accuracy, completeness and applicability referred to in the technical or other information provided in the user's manual or other documentation. In any case, SRNE shall not be liable for the loss expansion and cost increase caused by the customer's failure to take timely measures, including but not limited to any kind of economic loss, civil liability, personal or property damage.
6. Any implied warranty period applicable to SRNE's products stipulated by law shall be limited to the warranty period of the products.

#### **IV. Standby unit support**

1. According to the product models purchased by customers, SRNE will provide 1% service standby unit and key service accessories with the same function. If more than 1% of the fault occurs, in order to solve the fault quickly, another standby unit can be applied for according to the actual situation.
2. The customer is obliged to manage and make regular inventory of the service spare unit and service spare parts. If the replaced faulty machine/sheet metal is stored in the customer's warehouse, the customer shall contact the full-time technical personnel of SRNE to check the treatment plan of the replaced parts. If it is repairable, use spare parts for repair/replacement. If it is assessed as non-repairable by the relevant technical personnel of SRNE, it shall be scrapped and the corresponding standby unit will be supplemented after confirmation by SRNE.
3. For overseas customers who purchase more than 10 sets of machines and less than 100 sets of machines, our company will provide extra spare parts support of one fan for the purchase of every 10 sets of machines. When overseas customers purchase more than 100 sets of machines, it can be decided separately according to the actual situation.

#### **IV. 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

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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.

#### **V. Product packaging and transportation**

1. The customer shall confirm whether the product packaging is in good condition when receiving the product. If the package is damaged, the customer shall inform SRNE in time and reject the relevant product. SRNE shall not be liable for any packaging damage found by the customer after signing for it or product damage incurred by this.

2. All the defective products that are authorized to be returned and replaced must be transported in the original packaging or packaging with the same protection capability. Otherwise, the carrier shall be liable for the damage to the products caused by the transportation or freight company, while SRNE shall assume no responsibility.

3. If the defective product is transported from the site to SRNE, the freight forwarder designated by SRNE or determined by both parties through consultation shall be adopted, and SRNE will only bear the non-express freight charges of the products, otherwise, SRNE shall have the right to reject it or require the consignor to bear relevant expenses.

4. If the repaired or replaced product is transported to the place designated by the customer by SRNE, the freight forwarder designated by SRNE or determined by both parties through consultation shall be adopted, and SRNE will only bear the non-express freight charges of the product, otherwise, SRNE shall have the right to refuse to deliver it or require the consignee to bear relevant expenses.



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