

# Hoymiles Warranty Terms & Conditions

## All-in-One Product Series

- Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles All-in-One Products: HiOne-(8-20)T-G3, HiOne-(3.6-12)S-G3, HiOne-8B-G3, HiBox-63T-G3, HiBox-100S-G3, covered by Hoymiles' warranty (hereinafter collectively referred to as "Product" or "Products"). Parties wish to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Hoymiles may, in its sole discretion, reject the exchange application of any Product not returned in accordance with this policy.

This warranty applies exclusively to Hoymiles Product that satisfy the following conditions: (i) the Product are installed and operated in compliance with the technical specifications and certifications applicable in the Europe region (hereinafter referred to as "Designated Markets"); and (ii) the Product are part of the Hoymiles European region series models.

### 1. Product Warranty

The Limited Product Warranty is valid solely for the applicable "Warranty Period" as defined in the table below, and is subject to the following terms and conditions:

Covered Product Model*	Warranty Period (Years)
HiOne-8T/10T/12T/16T/20T-G3	10
HiOne-3.6S/4.6S/5S/8S/10S/12S-G3	10
HiOne-8B-G3 (Battery)	10
HiBox-63T-G3 (Three-Phase Gateway)	5
HiBox-100S-G3 (Single-Phase Gateway)	5

The warranty period shall commence on the earlier date between the following (the "Start Date"):

- (i) 4 months from the date of shipment of the Product from Hoymiles;
- (ii) The installation date of the product.

### 2. Battery Performance Warranty

For a period of ten (10) years from the Warranty Start Date, Hoymiles warrants that the Battery System will maintain a Capacity Retention of not less than Seventy percent (70%) of the Designed Energy, or until the Granted Throughput Energy reaches the guaranteed limit, whichever occurs first.

The Usable Energy and Granted Throughput Energy for the battery model are set out in the table below:

Model No.	Designed Energy (kWh)	Usable Energy (kWh) <sup>(A)</sup>	Granted Throughput Energy (MWh) <sup>(B)</sup>
HiOne-8B-G3	8.04	7.8	25.58

(A) 90% DoD. Usable Energy (kWh) is measured using the testing conditions and methods in Appendix A.

(B) In ten (10) years, the total yield energy calculated based on Usable Energy. This number is calculated based on the conditions:

a constant ambient temperature of 25°C, the product's rated charging and discharging current, and an operating mode of one complete charge and discharge cycle per day on average.

### 3. Warranty Transfer

The Warranty is applied to the original Hoymiles Product purchaser, and is transferable only if the Product remains installed in the original installation location. This warranty policy will only apply to the Product installed by a suitably qualified professional. The warranty policy will be rendered invalid where the Product are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact Hoymiles at [service@hoymiles.com](mailto:service@hoymiles.com) with the authorization email from the previous owner.

### 4. Disputes of Warranty Start Date

If the Customer disputes the calculation of the warranty start date as defined in this agreement, the Customer shall submit to [service@hoymiles.com](mailto: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.

### 5. 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

### 6. Warranty Claim Contact Process

If you are an end-user encountering any warranty issue, please contact your installer. Initially, if you, as an installer, encounter any warranty issue, please contact your distributor first. Hoymiles will work directly with the distributor to replace a faulty Product if deemed eligible under the terms of the Exchange Program. The warranty policy described in this document is a Product replacement warranty, which does not cover installation and commissioning costs, as well as the costs incurred when the distributor sends its own technicians to the site.

If the original installation company (for end-user) or distributor (for installer) has ceased trading, please contact a suitably qualified installer or distributor to arrange an on-site service authorized by Hoymiles.

### 7. General Warranty Exclusions

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, over-voltage, fire, thunderstorm, flooding 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 reinstallation;
- j. Normal wear on appearance, including cosmetic or superficial defects, dents, marks, or scratches, that do not affect the proper functioning of the Product;
- k. Damage caused by defects of other components in the solar power system;
- l. Product purchased from an unauthorized dealer, distributor, or reseller;
- m. The original identification marks (including trademark and serial number) of the Product have been defaced, altered, or removed;
- n. Operational failures result from extreme environmental factors beyond Product specifications;

## 8. Battery Warranty Conditions

This Warranty is subject to the following conditions:

- a. The battery system shall be installed by a certified battery installer and the Installation Guide shall be strictly adhered to;
- b. The purchaser shall operate and use the battery system in accordance with the User Manual;
- c. Proof of the original purchase of the battery system must be provided by the purchaser;
- d. The purchased Battery System shall be installed Within 6 months of the Invoice Date, the installer shall notify Hoymiles sales staff via email, and conduct a proper inspection of the product in accordance with Hoymiles guidance;
- e. The battery system shall be operated within an ambient temperature range of -20°C to +55°C. It shall not be installed in direct sunlight or in areas exposed to rain and snow. The battery system shall be installed in a ventilated area as specified in the User Manual and Installation Guide;
- f. This Warranty covers a capacity equivalent to one (1) full cycle per day. The Battery System is not suitable for supplying life-sustaining medical products or automotive applications;
- g. All Battery Systems require continuous internet connectivity for monitoring; Failure to meet this condition may render the warranty policy null and void.

## 9. Product Repair On-Site

If Hoymiles decides to repair the defective product on site (done by Hoymiles or a technical engineer authorized by Hoymiles), then Hoymiles will bear the costs for materials and labor to repair the Product as well as the costs for removal and replacement of the part or replacement product. Any on-site service (such as when the distributor dispatches its own technicians to repair the product) carried out without the prior written consent of Hoymiles shall result in Hoymiles being exempt from bearing the related costs.

The distributor is required to notify Hoymiles Technical Service Center of any relevant product information whenever they are involved in handling warranty claim issues reported by installer/end users. Before dispatching its own technicians for on-site services, the distributor shall obtain prior written authorization from Hoymiles technical personnel. If the distributor fails to obtain such authorization, Hoymiles assumes no liability for costs incurred during unauthorized on-site services or for expenses related to the distributor's retrieval of equipment determined to be non-faulty or replacement equipment not authorized by Hoymiles.

Specifically, Hoymiles shall not be liable for any costs arising from the distributor's or installer's unauthorized on-site services or product replacements, including but not limited to transportation fees, inspection fees, customs duties, costs for safe access to products installed on sloped rooftops (e.g., lift equipment fees), travel and accommodation expenses, labor costs of the distributor's/installer's own employees, and fees for any third parties not authorized by Hoymiles.

## 10. Exchange Service

Exchange services apply only to the Product within their warranty period or extended warranty period, as applicable. 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, the customer is obligated to provide the following required products' data and documentation: Product data including:

- 1) Product model
- 2) Product serial number
- 3) Failure code
- 4) Failure comment

Documentation including:

- 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).

\*Customers seeking warranty claims or product replacement via the Hoymiles Exchange Program are required to present compelling evidence of the product's defect, in accordance with the standards set forth in the Product Quality Law and relevant regulations. 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 Product, please contact Hoymiles Technical Service Center.

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

## 11. Warranty Period for Replaced or Repaired Products

If the Product is replaced or repaired under Warranty, the replacement or repaired product shall be covered for the longer of the following two periods:

- 1) The remainder of the original warranty period for the defective product;
- 2) Six (6) months from the date Hoymiles dispatches the replacement or repaired product;

## 12. Hoymiles Responsibility

Upon receipt of the required information listed in Section 10, and after attempts to correct the problem with the customer's cooperation, Hoymiles will assign a unique RMA case number to the customer. This number shall be used in reference for all communications regarding the exchange.

Upon receipt of the replacement product, Hoymiles requires the customer to return the allegedly faulty product using the same packaging material. Hoymiles will supply all necessary labels, documentation, and shipping details for returning the allegedly faulty product and reserves the right to retrieve it when necessary.

## 13. Distributor Responsibility

In the event of equipment failure or malfunction, the distributor shall collaborate directly with the Hoymiles Service Center in order to limit the unnecessary returns of non-faulty equipment. The Hoymiles Service Center will work with the distributor to address the fault or fault message through telephone/online support.

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

To qualify for further replacement unit, the distributor must first contact the Hoymiles Service Center and fulfill the distributor's responsibilities under Section 13 of this document. A qualified installer must be present for the Product exchange and re-commissioning. During inspection by Hoymiles, if the allegedly faulty Product is found by Hoymiles to be ineligible for exchange under this policy, the distributor must provide proof of a valid warranty for the Product, a correctly issued receipt, and a valid RMA case number for the Product (as provided by Hoymiles Technical Service Center). In all instances, the installer is obliged to send the claimed defective Product back to the distributor. The distributor shall then coordinate with Hoymiles Technical Service Center to determine whether the faulty equipment requires returns to Hoymiles designated warehouse.

#### 14. Inspection Charge for Product Not Found Defective or not Eligible for Warranty

Hoymiles reserves the right to apply a flat-rate inspection charge of EUR 100 per unit, plus shipping and packaging, if a returned Product claimed to be faulty is found by Hoymiles to have no defects warranting replacement under this policy, or if section 7's liability limitation applies, or if any other circumstances render this Limited Warranty not applicable.

#### 15. Product Replacement Procedure

Hoymiles must be provided with the relevant documentation as shown in Section 10. Compliance with this procedure is a mandatory prerequisite for a warranty claim to be applicable under this Exchange Program.

1) Claim Initiation and Preliminary Review

The distributor shall contact Hoymiles Service Center and supply the required information as shown in Section 10. As outlined in Section 13, the distributor shall firstly collaborate with Hoymiles Service Center to pursue a resolution that may preclude the necessity of exchanging the Product.

2) Authorization of Exchange

If the Product is deemed faulty and is eligible for the Exchange Program, Hoymiles will raise and create an RMA case number for the Product and communicate with the distributor for processing.

3) Replacement Product Shipment

The Replacement Product will be shipped to the specified customer or distributor location at Hoymiles' cost.

4) Distributor Obligations (Installation and Repackaging)

The distributor is required to arrange for the installation of the replacement Product by qualified installer and use the packaging to repack the faulty Product.

5) Faulty Product Return & Costs

For the faulty Product that is required to be returned by Hoymiles, Hoymiles will cover the costs of collection and shipment of the faulty Product back to Hoymiles as detailed in Section 12, and the purchaser shall bear any applicable value added tax. The customer or distributor shall cooperate with and assist in the shipping process. If the required faulty Product is not returned within 25 working days from receiving the replacement Product, Hoymiles reserves the right to invoice the relevant installer/ distributor for the cost of the Replacement Product.

6) Charge for Unreturned Product

Should a faulty Product required to be returned to Hoymiles be missing, Hoymiles reserves the right to invoice the relevant installer/distributor with the value of the Product's original purchase price, as documented on the initial sales invoice.

#### 16. Limitations of Liability

This Limited Warranty constitutes the sole and exclusive remedy for claims against Hoymiles in respect to defective or non

conforming products, and sets forth Hoymiles' sole obligations and the exclusive remedies available to the purchaser. It supersedes 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 fitness for a particular purpose. All other obligations or liabilities of Hoymiles are expressly excluded and disclaimed.

In no event shall Hoymiles, its affiliates, employees, subcontractors or suppliers be liable for any special, collateral, indirect, punitive, incidental, consequential or exemplary damages, including but not limited to loss of goodwill, loss of profits, loss of revenues, loss of data, loss of production, cost of capital, cost of substitute equipment/facilities/services/replacement power, downtime costs, or third-party claims for such damages—even if Hoymiles has been advised of the possibility of such damages.

Additionally, this Warranty specifically excludes liability for: (a) costs associated with the removal of faulty products, installation of replacements, or troubleshooting of customer electrical systems; (b) any parts or equipment not manufactured by Hoymiles (which remain subject solely to their respective manufacturer's warranty); and (c) any obligations if the total purchase price for the goods has not been paid in full by the due date.

Notwithstanding the foregoing, Hoymiles shall remain liable for reasonable and proven direct damages arising directly from a defective product, strictly within the scope of this Warranty. Such liability includes repair or replacement costs of the affected equipment, warranty-covered materials (e.g., replacement parts), associated transportation fees for replacement parts or defective parts (for Hoymiles' collection), and on-site labor costs for Hoymiles Technicians performing repair or replacement services. Hoymiles' aggregate liability for any claims and costs under this Warranty shall not exceed the original purchase price paid for the specific product giving rise to the claim.

For the avoidance of doubt, this Clause shall not exclude or limit liability for indirect damages or losses that are not subject to limitation under applicable law. This Limited Warranty is in addition to any other rights and remedies available to the purchaser under local Consumer Law, including non-excludable statutory guarantees.

## 17. Warranty Extension

To request an extended warranty for HiOne-(8-20)T-G3 and HiOne-(3.6-12)S-G3, please contact your local distributor or Hoymiles directly. The application shall be made within 3 years of the purchase date (as verified by a valid proof of purchase) by contacting the original seller or a local distributor. Please have your proof of purchase and product serial number ready when you apply. Hoymiles will then collaborate with the distributor to facilitate the extended warranty process. Should you encounter any issues or require further details, please reach out to the Hoymiles service team at [service@hoymiles.com](mailto:service@hoymiles.com).

## 18. Hoymiles Contact

Address: High Tech Campus 9, Unit BK3.28, 5656AE Eindhoven, the Netherlands

Regional Hotline:

- Netherlands: +31 852736388
- Germany: +49 6994322186
- France: +33 159131589
- Poland: +48 918821656

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

## Appendix A

Usable Energy Test Standard:

Ambient temperature: (25±3) °C

Charge / Discharge method

1. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically.
2. Place the battery aside for 30 mins.
3. Charge the battery at the rated charge until it reaches the charge cut-off voltage or enters self-protection mode automatically.
4. Place the battery aside for 30 mins.
5. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically. Calculate the usable capacity of the battery. During this discharge, continuously monitor the current to ensure it remains at the rated discharge current (If constant current discharge is specified.)

Battery Usable Energy Calculation formula:

$$E = \int_{t=0} I * U * T$$

E: Usable Energy

T: Discharge Time

I: Discharge Current

U: Real-time Voltage

6. Charge the battery at the rated charge current until it reaches the charge cut-off voltage or enters self-protection mode automatically.

Note: For the battery's charge and discharge current and voltage operating ranges, please refer to the corresponding Product Specification Sheet.