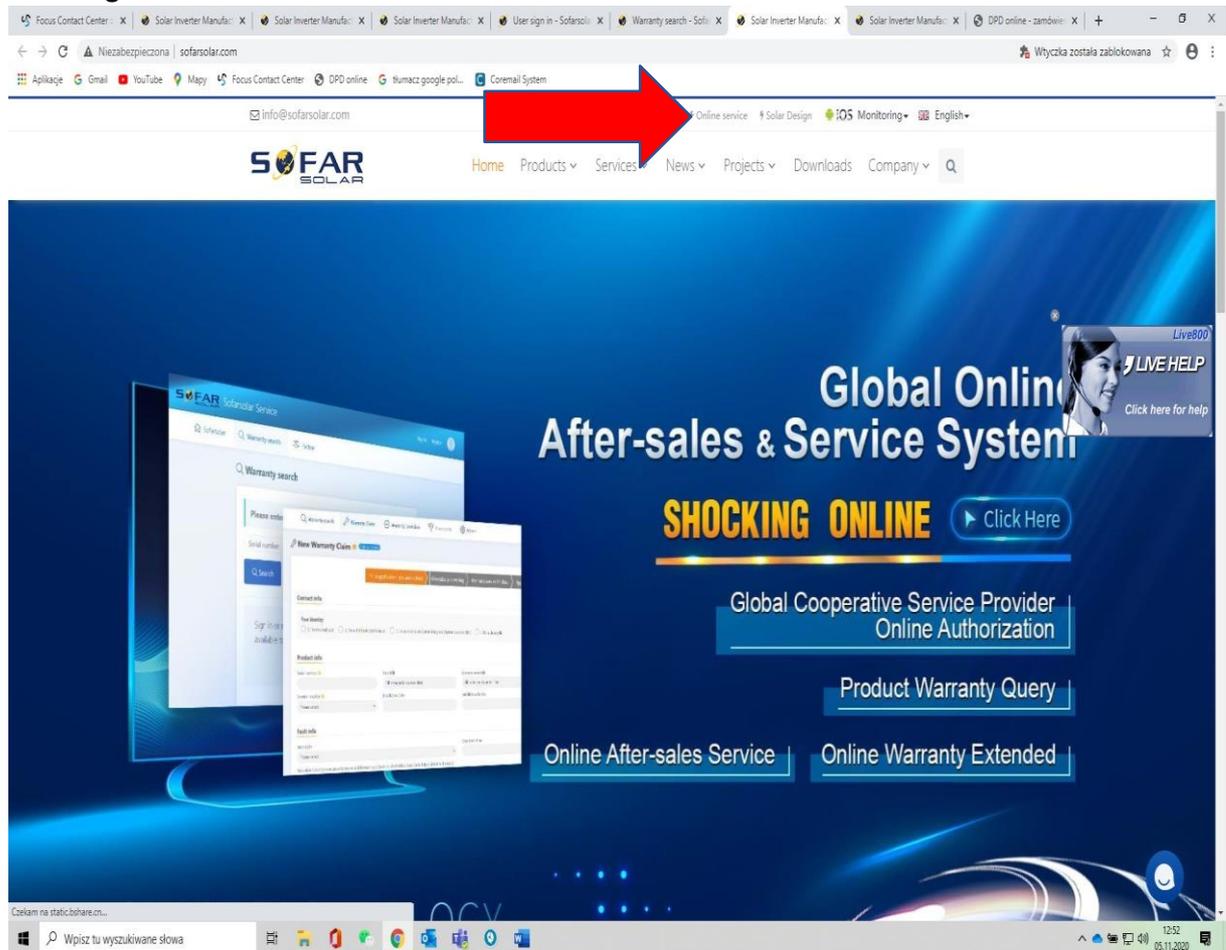


SERVICE REQUEST REGISTRATION

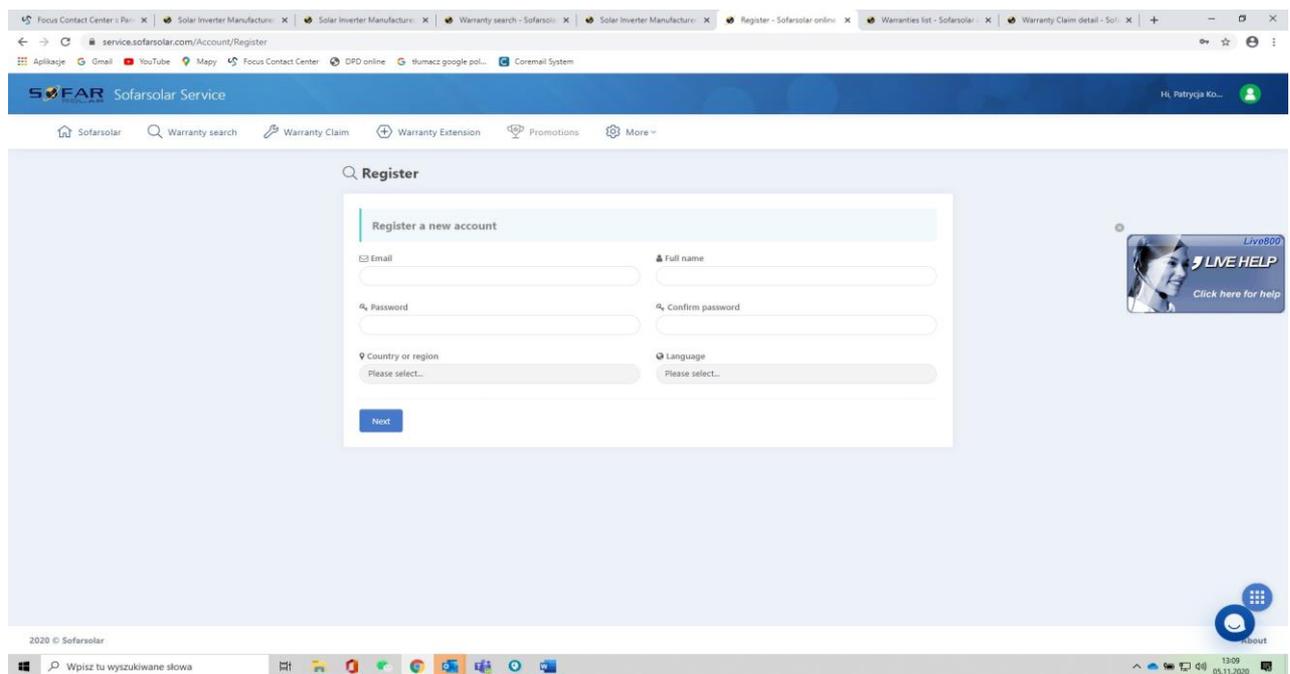
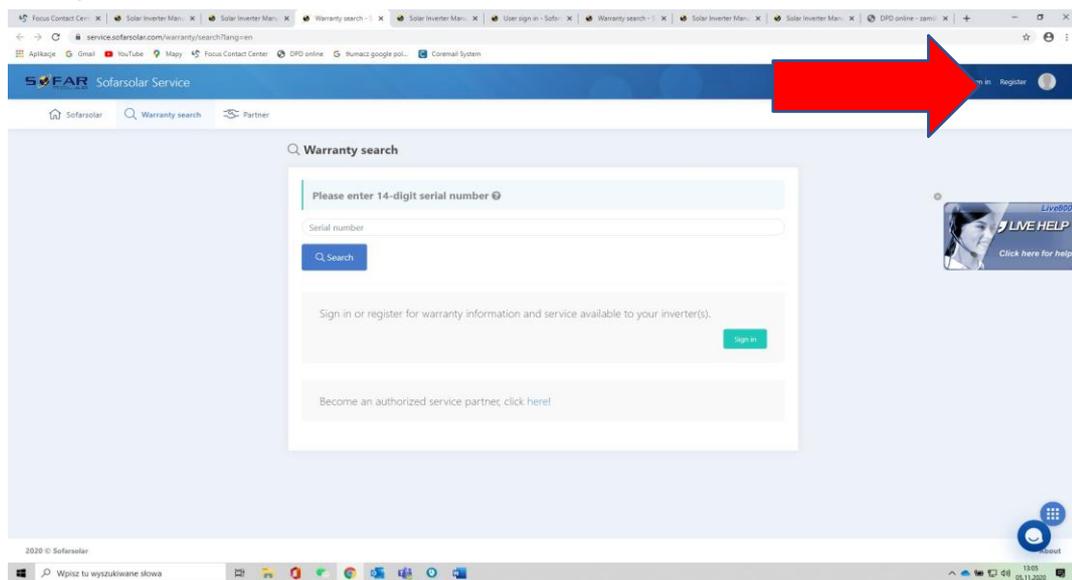
1. Log in to <http://www.sofarsolar.com/>

2. Selecting the online service tab



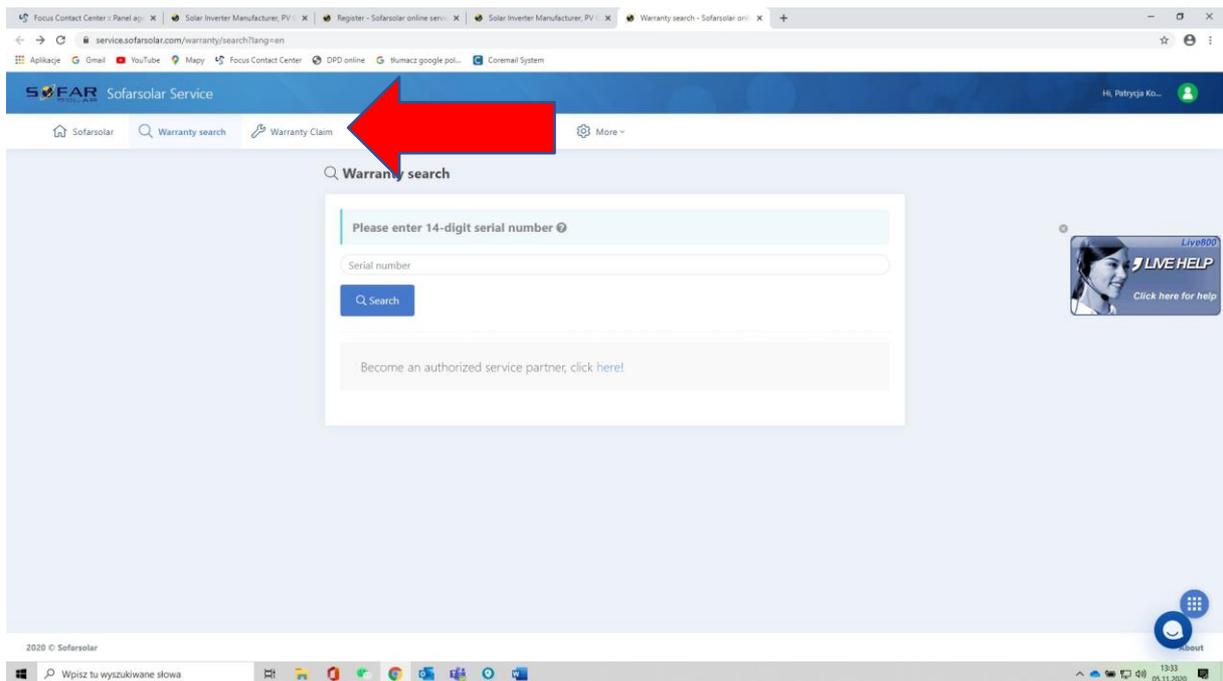
The screenshot shows the Sofarsolar website interface. The browser's address bar displays 'sofarsolar.com'. The navigation menu includes 'Home', 'Products', 'Services', 'News', 'Projects', 'Downloads', and 'Company'. A red arrow points to the 'Services' menu item. Below the navigation bar, a large banner features the text 'Global Online After-sales & Service System' and 'SHOCKING ONLINE' with a 'Click Here' button. A 'LIVEHELP' chat window is visible in the top right corner. The banner also lists several services: 'Global Cooperative Service Provider | Online Authorization', 'Product Warranty Query', 'Online After-sales Service', and 'Online Warranty Extended'. The Windows taskbar at the bottom shows the time as 12:52 on 05.11.2020.

3. Then please create an account.



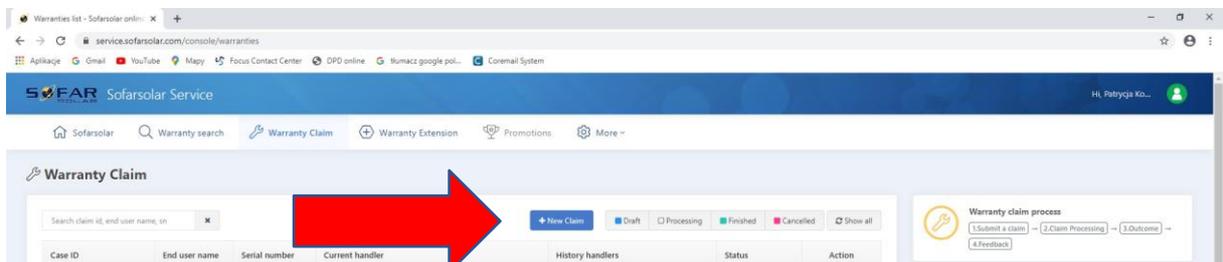
4. After entering the data, confirm the account by accessing the email entered during registration .

5. Please select WARRANTY CLAIM



The screenshot shows the Sofarsolar Service website. The top navigation bar includes 'Sofarsolar', 'Warranty search', 'Warranty Claim', and 'More'. A red arrow points to the 'Warranty Claim' menu item. Below the navigation bar, there is a 'Warranty search' section with a form that says 'Please enter 14-digit serial number' and a 'Search' button. A 'LIVE HELP' chat window is visible on the right side of the page.

6. Then select NEW CLAIM-new application



The screenshot shows the Sofarsolar Service website's 'Warranty Claim' management interface. The top navigation bar includes 'Sofarsolar', 'Warranty search', 'Warranty Claim', 'Warranty Extension', 'Promotions', and 'More'. A red arrow points to the '+ New Claim' button. Below the navigation bar, there is a search bar for 'Search claim id, end user name, sn' and a table with columns: 'Case ID', 'End user name', 'Serial number', 'Current handler', 'History handlers', 'Status', and 'Action'. A 'Warranty claim process' flowchart is visible on the right side of the page.

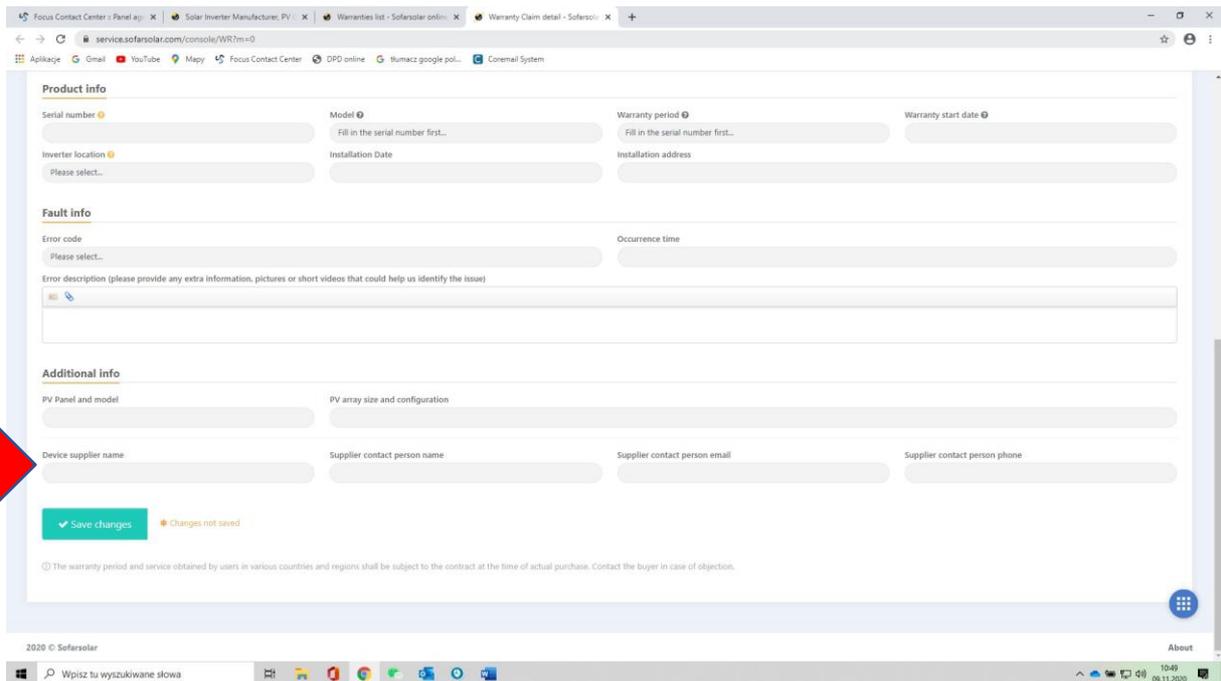
7. IF THE REQUEST IS GENERATED FROM THE POSITION OF THE INSTALLER PLEASE SELECT 3.

The screenshot shows a web browser window with the URL `service.sofarsolar.com/console/WRZm=0`. The page has a navigation bar with buttons: "Fill in application info and submit" (highlighted in orange), "Aftersales processing", "Warranty service finished", and "Applicant rated". Below the navigation bar is a "Return to List" button. The main form is divided into sections: "Contact info", "Product info", "Fault info", and "Additional info". In the "Contact info" section, the "Your identity:" field has four radio button options: "1. I'm an end user", "2. I'm a distributor/wholesaler", "3. I'm a/an installer/system integrator/system operator/EPC", and "4. I'm a deputy". A large red arrow points to the third option, which is selected. The "Product info" section includes fields for "Serial number", "Model", "Warranty period", "Warranty start date", "Inverter location", "Installation Date", and "Installation address". The "Fault info" section includes "Error code", "Occurrence time", and "Error description". The "Additional info" section includes "PV Panel and model", "PV array size and configuration", "Device supplier name", "Supplier contact person name", "Supplier contact person email", and "Supplier contact person phone".

8. IF THE REQUEST IS GENERATED FROM THE POSITION OF THE END CUSTOMER, PLEASE SELECT 1

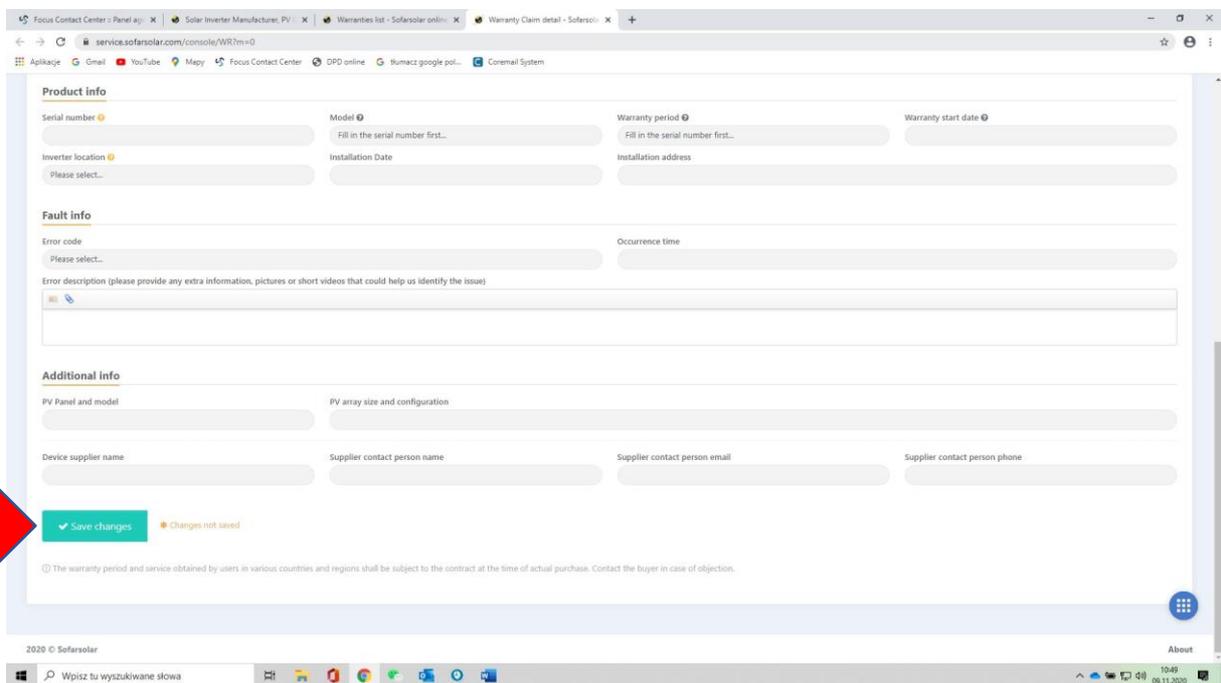
The screenshot shows the same web browser window and form as in the previous image. In the "Contact info" section, the "Your identity:" field has four radio button options: "1. I'm the end user", "2. I'm a distributor/wholesaler", "3. I'm a/an installer/system integrator/system operator/EPC", and "4. I'm a deputy". A large red arrow points to the first option, which is selected. The rest of the form structure and fields are identical to the previous image.

9. WHEN COMPLETING, PAY ATTENTION TO THE INFORMATION ABOUT THE SUPPLIER OF THE DEFECTIVE INVERTER AND ENTER IT.



The screenshot shows a web browser window with the URL `service.sofarsolar.com/console/WR?m=0`. The page contains a form with three main sections: 'Product info', 'Fault info', and 'Additional info'. The 'Product info' section includes fields for Serial number, Model, Warranty period, Warranty start date, Inverter location, Installation Date, and Installation address. The 'Fault info' section includes Error code, Occurrence time, and an Error description field with a file upload icon. The 'Additional info' section includes PV Panel and model, PV array size and configuration, Device supplier name, Supplier contact person name, Supplier contact person email, and Supplier contact person phone. A red arrow points to the 'Device supplier name' field. At the bottom of the form, there is a green 'Save changes' button and a yellow 'Changes not saved' button. A footer note states: 'The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.'

10. AFTER COMPLETING ALL THE DATA, APPROVE THE APPLICATION - SAVE CHANGES



This screenshot is identical to the one above, showing the same form with the 'Save changes' button highlighted by a red arrow. The 'Device supplier name' field is now filled with text, and the 'Save changes' button is green, indicating that the changes have been saved.

11. AFTER APPROVING THE APPLICATION, AN " ADDITIONAL MESSAGE" BOX WILL APPEAR.

This is additional information regarding the application if any , this is the place to enter it.

NOTES:

If you do not have some information when completing the application, please enter the number 1 in the box.

