

SOLAR SOLUTIONS PRODUCTS B.V.

LIMITED WARRANTY TERMS FOR PV INVERTERS OF THE BRAND 'AEG'

Thank you for choosing AEG photovoltaic inverters! The AEG brand is commensurate with the highest quality levels and to further emphasize this, we offer all AEG customers an extensive limited product warranty as specified hereinafter.

OVERVIEW

Solar Solutions Products B.V. (hereinafter referred to as SOLAR SOLUTIONS) warrants that, subject to the exclusions and limitations set out below, the inverter and accessory products SOLAR SOLUTIONS provides shall be in good working order during the period of

1. 5 years limited warranty¹ for on-grid inverters including AS-IR02, AS-IC02, AS-IR12 and AS-IC12 series, and hybrid inverters including AS-ICH02 series.
2. 2 years limited warranty for accessory products including Antenna, WIFI Kit, smart meter and other accessories

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starting from the earlier one of the following two dates:

1. The date on which the product was first installed
2. 6 months after the month of production. The serial number shows the month of production: 9th and 10th digit determine the year (e.g. 22 for 2022); the 11th digit the corresponding month (e.g. 7 for July) of production.

HOW TO MAKE A CLAIM UNDER THE SOLAR SOLUTIONS LIMITED WARRANTY

If the claimant wants to make a warranty claim they should contact the local distributor where the product was purchased, or the installer who installed the inverter. If the claimant is unable to obtain service from them, or is not satisfied with their service, the claimant can escalate their service request by creating a service ticket and make a claim to SOLAR SOLUTIONS via <https://www.solarsolutions.ag>.

¹ Limited warranty is a basic warranty promise from SOLAR SOLUTIONS to the end users. In certain countries/ regions, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by SOLAR SOLUTIONS' local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this limited warranty statement may not be the latest version, please refer to the latest version on our website: <https://www.solarsolutions.ag>.

Please note, to deliver a friendly and timely service, SOLAR SOLUTIONS cooperates with many distributors and installers all over the world in different time zones and in different languages. We have chosen our partners with care and emphasize customer care and after sales service as a priority. As such, please treat them as the default service channel of SOLAR SOLUTIONS and use these service channels to make your warranty claim. SOLAR SOLUTIONS will support and audit service channels to ensure good service to customers.

Please have the following information to hand as it may be required when contacting the local distributor:

1. Contact information of claimant, including name of the person or, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Any claims shall be made within one month of failure date to be considered under the warranty.
3. Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
4. Error message on LCD screen (if applicable) and additional information regarding the fault.
5. Description of actions taken before the failure and detailed information of previous claims (if applicable)

SOLAR SOLUTIONS may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, being available with reasonable notice, and ensuring the safety of the inspection by a technician from SOLAR SOLUTIONS or an authorized third-party company. SOLAR SOLUTIONS reserves the right not to enter the site should the SOLAR SOLUTIONS technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, SOLAR SOLUTIONS may, at its sole discretion elect to

1. Resolve the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report to SOLAR SOLUTIONS to confirm the RMA request, prior to the inverter being exchanged.
4. If it is proven that the problem was caused by faulty installation, SOLAR SOLUTIONS reserves the right to contact the original installer and request that they provide a solution to fix the issue before SOLAR SOLUTIONS' intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that SOLAR SOLUTIONS replace shall become SOLAR SOLUTIONS' property. If the product is found not to be covered by this Limited Warranty, SOLAR SOLUTIONS reserves the right to charge a handling fee.

When repairing or replacing the product, SOLAR SOLUTIONS may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between SOLAR SOLUTIONS and the customer, the SOLAR SOLUTIONS limited warranty covers only the cost of hardware material required to get the device functioning again.

Transportation costs:

In certain areas, SOLAR SOLUTIONS will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact SOLAR SOLUTIONS for the rate) per case. The claimant must cover any excess costs, or any costs generated by using another method of transportation. In some cases, the claimant needs to organize the return of the allegedly defective system to SOLAR SOLUTIONS and should confirm with SOLAR SOLUTIONS for the shipment schedule in advance. As products need to be packaged in a reasonable condition, SOLAR SOLUTIONS suggests using packaging material that is the same size as the product package at the time purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there is no damage found after checking the returned product, SOLAR SOLUTIONS will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labour costs:

In some areas or business cases, to encourage the claimant using the installer's facilities to fix the problem, SOLAR SOLUTIONS may, at its sole discretion, decide to offer a rebate (please contact SOLAR SOLUTIONS for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will apply only to the party who has carried out on site service for the allegedly defective product.
2. The allegedly defective product has been returned to SOLAR SOLUTIONS and deemed to have workmanship or material defects upon testing and inspection by SOLAR SOLUTIONS.
3. The claimant must contact SOLAR SOLUTIONS prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, SOLAR SOLUTIONS recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by SOLAR SOLUTIONS.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system or loss of electric al power generated during the product downtime are NOT covered by SOLAR SOLUTIONS limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defect but are not covered by SOLAR SOLUTIONS' limited warranty.

1. Normal wear and tear which does not affect the major function of the product (e.g., color fading, scratches on top cover/machine body)
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance carried out against SOLAR SOLUTIONS instructions by an unauthorized installer, e.g., insufficient isolation caused by broken DC cable.
4. Disassembly, repair, or modifications performed by a third-party company/person not authorized by SOLAR SOLUTIONS, product modifications, design changes or part replacements not approved by SOLAR SOLUTIONS.
5. Faults or damage due to unforeseen circumstances, manmade factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning, or other acts of nature.
6. Vandalism, engraving, labels or stickers which affect thermal conductivity, irreversible marking or contamination or theft.
7. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
8. Faults or damage caused by other factors not related to product quality issues.
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to saltwater environments or other aggressive atmospheres or environmental conditions without SOLAR SOLUTIONS' written confirmation/approval prior to the installation.
10. Accidents and external influences.
11. Combining SOLAR SOLUTIONS' storage product with a lead acid battery pack or any other lithium battery pack which is out of our list of compatible batteries. Please refer to the link below for a detailed list of compatible battery packs.
12. Unless a special agreement exists between SOLAR SOLUTIONS and the battery manufacturer, for all the battery packs not listed in our whitelist of approved batteries, but which have completed the compatibility test with the SOLAR SOLUTIONS inverter, it is the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. SOLAR SOLUTIONS shall guarantee the performance of the inverter under the normal working conditions within the limited warranty term and provide limited technical support if applicable. However, SOLAR SOLUTIONS shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
13. Product failure is not reported to SOLAR SOLUTIONS within one month of appearance.
14. Please be aware that if any SOLAR SOLUTIONS products are used for the purpose of an anti-countercurrent solution, the manual of the anti-countercurrent product must be read in advance to ensure the operating principle of anti-countercurrent has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of SOLAR SOLUTIONS anti-countercurrent products. Any photovoltaic plants in which SOLAR SOLUTIONS products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, SOLAR SOLUTIONS shall not be liable for any

and all risks and penalties arising from or in connection to the unreported or unauthorized use of SOLAR SOLUTIONS products. If the photovoltaic plants have reported the use of SOLAR SOLUTIONS products, the liability of SOLAR SOLUTIONS shall not exceed the total amount of the Purchase Order of the relevant products.

OUT OF WARRANTY CASE

Any defects that occur after the expiry of the warranty period or which occur within the warranty period, but which are listed in the warranty exceptions above, are known by SOLAR SOLUTIONS as out of warranty cases. For all out of warranty cases, SOLAR SOLUTIONS may charge an on-site service fee, a parts fee, labour costs and a logistics fee to the customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to SOLAR SOLUTIONS or/and repaired products are sent from SOLAR SOLUTIONS to the user.

WARRANTY EXTENSION OPTIONS

On top of the 5 years limited warranty which comes with the inverter products by default, SOLAR SOLUTIONS offers warranty extension options for all inverters which were purchased through authorized distribution channels.

A warranty extension of 10, 15 or 20 years of limited warranty extension can be purchased from SOLAR SOLUTIONS' authorized distributors for any inverter by following conditions:

1. For all the hybrid inverter and on-grid inverter equal to and above 25kW: within 8 months from inverter production month or 4 months from its first installation date, which ever applies first.
2. For the on-grid inverter below 25kW: within 24 months from inverter production month or 4 months from its first installation date, which ever applies first.

The serial number shows the month of production: 9th and 10th digit determine the year (e.g. 22 for 2022); the 11th digit the corresponding month (e.g. 7 for July) of production.

Furthermore, the warranty of all inverter products that meet all of the following conditions simultaneously will be automatically extended to 10 years limited warranty:

1. Inverter products of the AS-IR02 and AS-IC02 series.
2. Inverter rated power should not exceed 20 kW.

3. Inverter should be connected to SOLAR SOLUTIONS monitoring portal (“pvsolarportal”) and power generation data should have been successfully uploaded to SOLAR SOLUTIONS server.
4. Inverter has 5 years standard warranty by default.
5. Inverter installed by an installer qualified as a SOLAR SOLUTIONS installer in one of the EU countries, UK, Switzerland, or Norway.

Unless a special/unique agreement exists between SOLAR SOLUTIONS and the customer, the extended warranty covers only the cost of hardware material required to get the device functioning again. It excludes any inbound/outbound transportation costs or labour costs of replacement/on-site service.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are not covered by SOLAR SOLUTIONS’ warranty extension options.

GEOGRAPHICAL SCOPE

The SOLAR SOLUTIONS Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by SOLAR SOLUTIONS and installed in the destination defined within the European Union countries, UK, Norway and Switzerland, unless there are specially stipulated warranty terms and conditions between SOLAR SOLUTIONS and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if SOLAR SOLUTIONS does not provide written confirmation/approval prior to the installation.

LIMITATION OF SOLAR SOLUTIONS’ LIABILITY

This limited warranty applies to products sold and installed after July 2022. It is the end user’s sole and exclusive remedy against SOLAR SOLUTIONS and SOLAR SOLUTIONS’ sole and exclusive liability in respect of defects in product. This limited warranty replaces all other SOLAR SOLUTIONS warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and were permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SOLAR SOLUTIONS does not assume any liability for any loss of damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs, or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SOLAR SOLUTIONS’ liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of SOLAR SOLUTIONS or in case of death or personal injury resulting from SOLAR SOLUTIONS’ proven negligence.