Huawei Technologies (Netherlands) B.V. ("Huawei") Limited Product Warranty

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period
Smart String Inverter: SUN2000-30/36/40KTL-M3 SUN2000-60KTL-M0/105KTL-H1 SUN2000-100KTL-M1/185KTL-H1/215KTL-H0	Sixty (60) months starting one hundred eighty (180) days after shipment.
Smart PV Controller: SUN2000-12/15/17/20KTL-M0/M2 (“Inverter”)	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Smart Energy Controller: SUN2000-2/3/3.68/4/4.6/5/6KTL-L1(“Inverter”) SUN2000-3/4/5/6/8/10KTL-M0/M1(“Inverter”)	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Communications & Monitoring: SmartACU2000D, Smart Logger3000A/B, SmartDongle WLAN-FE/4G	Twenty four (24) months starting one hundred eighty (180) days after shipment.
Smart String Energy Storage System: LUNA2000-5/10/15-S0	One hundred twenty (120) months starting one hundred eighty (180) days after shipment, or reaching the Minimum Through Output Energy, whichever comes first.
Smart Backup Box: Smart Backup Box-B0/B1	Twenty four (24) months starting one hundred eighty (180) days after shipment.
Smart PV Optimizer: SUN2000-450W-P	Twenty five (25) years starting one hundred eighty (180) days after shipment.
Smart Power Sensor: DDSU666-H / DTSU666-H 250A/50mA	Twenty four (24) months starting one hundred eighty (180) days after shipment.

Note:

The SUN2000 series inverter which was sold before, the warranty condition would be kept remaining valid according to the contract signed.

During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Huawei will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than, the defective Covered Product detailed in the warranty claim (“Replacement Product”) and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Huawei under this Limited Product Warranty. A Replacement Product shall be the Customer’s sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Where the Replacement Product is an Inverter or LUNA2000, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or three hundred sixty (360) days from the date of replacement, whichever is longer. Where the Replacement Product is an optimizer or SmartLogger or SmartACU or SmartPID or SmartDongle or safety box or Smart Backup Box, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or ninety (90) days from the date of replacement, whichever is longer. Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Huawei.

Warranty Specification for Smart String Energy Storage System

Product	Warranty Period	Minimum Through Output Energy (For 5kWh battery module)	Availability @ EOL	Warranty Extension
LUNA2000	10 years	13.17MWh (Only for the product installed within Germany)	@80%	Not Applicable
LUNA2000	10 years	16.45MWh (For the product installed in other EU countries other than Germany)	@60%	Not Applicable

Notices:

1. For the product installed within Germany, Huawei warrants that the product retains eighty percent (80%) of Usable Energy for: either ten (10) years from the dispatch from Huawei, or for a Minimum Through Output Energy of 13.17MWh which is calculated from the commissioning date by end user, whichever comes first. For the product installed in other EU countries other than Germany, Huawei warrants that the product retains eighty percent (60%) of Usable Energy for: either ten (10) years from the dispatch from Huawei, or for a Minimum Through Output Energy of 16.45MWh which is calculated from the commissioning date by end user, whichever comes first.
2. The power module DCDC only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.
3. Capacity test conditions: at an installation ambient temperature of 25°C±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery module at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
4. After the end user purchases the battery, the installation and commissioning of the battery needs to be completed within one month from the date that the battery leaves the controlled warehouse of the distributor, the delivery note should be provided to Huawei. If the battery fails, the battery needs to be reported within one month after the failure. Damage to the battery module caused by negligence or failure to charge in time (the battery is left empty for more than one month) is not covered by the warranty.
5. The Product shall be installed by qualified and recognized personnel or partner certified by Huawei. A qualified and recognized personnel is a trained and skilled electrician or installer..

Standard Warranty Extension Procedure

The Warranty Period for Inverters can be extended up to a period of ten (10), fifteen (15) or twenty (20) years from beginning of the warranty period, at an additional cost to the Customer (“Extended Warranty”). An Extended Warranty can only be purchased during the warranty valid period.

Any Extended Warranty shall be in accordance with and subject to the same terms and conditions as the standard Warranty Period.

Claiming Under the Warranty

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk (contact details as below) and providing the following information:

i) a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Inverter;
ii) product serial number; and
iii) a copy of the purchase receipt.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

- **The Customer Services Help Desk** can be contacted via:
  Free phone: 00 80 03 38 88 888
  Email: eu_inverter_support@huawei.com
- **Online Technical Support**: http://solar.huawei.com/eu/
  Customer can find user manual and other information on the website.

Product Replacement

Huawei will, upon receipt of a warranty claim, determine whether the claim is covered by this Limited Product Warranty. If Huawei determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected. If Huawei determines the claim is covered by this Limited Product Warranty, then Huawei will provide the Customer with a Replacement Product.

Where Huawei opts to provide a Replacement Product, Huawei will dispatch the Replacement Product to the Customer's nominated site within the European Union Countries within two (2) "working Days" (being Monday to Friday but excluding public and bank holidays) from Huawei warehouse after the warranty claim has been logged, investigated and confirmed. Within fifteen (15) Working Days of the Customer receiving the Replacement Product, the Customer shall return the defective Covered Product to Huawei in its original packaging or the packaging removed from the Replacement Product (or failing that, in safe and secure packaging to prevent any damage in transit).

Huawei reserves the right to charge the Customer for the cost of the defective Covered Product, and Customer agrees by making a warranty claim to pay such charges, if:

(i) a Replacement Product has been dispatched to the Customer but the defective Covered Product is not returned to Huawei on time;
(ii) on inspection, a Covered Product returned does not match the one described in the warranty claim;
(iii) on inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out below.

Payment of the Installer Call-out Fee and Fault Inverter Transportation Costs

Following the replacement and receipt by Huawei of a defective Covered Product (only apply to inverters and SmartLogger, SmartACU, SafetyBox, Optimizer, Power Sensor, SmartDongleWLAN-FE/4G, LUNA2000, Smart Backup Box), Huawei will pay the installer a fee of €110 (including VAT) per Covered Product within the Warranty Period ("Installer Call-out Fee") along with reasonable transportation fees, provided that such transportation fees have been mutually agreed prior to the return by the Customer of the defective Covered Product. Huawei will pay €25(including VAT) each for the second or more optimizer failure replacement. The payment of the Installer Call-out Fee and any agreed transportation fee will be processed by Huawei, or by a service company on behalf of Huawei, within sixty (60) days after receipt by Huawei of the invoice and defective Covered Product.

Limits to Cover

This Limited Product Warranty only applies to the hardware of the Covered Products and does not apply to any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical

parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Huawei, or from an authorized seller of Huawei Inverters in the European Union Countries (Not include islands). Huawei only process the transportation in European Union Countries (not include islands)

The Limited Warranty only applies to the buyer who has purchased the Products from an authorized seller of Huawei for use in accordance with their intended purpose. The Limited Warranty may be transferred from buyer to any assignee within in the European Union Countries (Not include islands), and will remain in effect for the time period remaining under the foregoing warranties, provided that the reinstallation is done in accordance with the user manual or quick guide provided by Huawei.

This Limited Product Warranty only applies where the installation and any removal and reinstallation has been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products ("Documentation").

This Limited Product Warranty will be invalidated if the serial number of the Covered Product has been removed or defaced.

Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

(i) Warranty does not cover damages incurred as a result of the incorrect installation or used of the equipment with regards to the user manual provided by Huawei;
(ii) failure by the Customer to install and operate the Covered Product in accordance with the Huawei product specifications
(iii) the Covered Product being used other than its normal and customary manner;
(iv) unauthorized disassembly, repair, alteration or modifications
(v) misuse, abuse, intentional damage, negligence or accidental damage;
(vi) improper testing, operation, maintenance, or installation including without limitation:
    (a) failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;
    (b) failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products.
    (c) relocation and installation of the system other than in compliance with Huawei's requirements;
(vii) damage due to use of incorrect voltage
(viii) directly caused by problems in system infrastructure;
(ix) improper storage, shipping, handling or usage of the Covered Products; and
(x) force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Huawei) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Huawei and the Customer, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Huawei shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Huawei's liability for:

(i) death or personal injury;

(ii) fraud or fraudulent misrepresentation; or

(iii) any other liability that cannot be limited or excluded as a matter of law.

General

(i) No one other than an authorized representative of Huawei may make any modification, extension, or addition to this Limited Product Warranty.

(ii) If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.

(iii) This warranty is governed by and construed under the laws of Netherlands and each party hereby submits to the exclusive jurisdiction of the courts of Netherlands.