

## HYPONTECH SOLAR INVERTER 12 YEAR LIMITED WARRANTY

### FOR Poland MARKET ONLY

(This warranty document is only valid for goods with a shipping date after 8<sup>th</sup> May)

## TERMS AND CONDITIONS

### Factory Warranty Period

Suzhou Hypontech Co., Ltd. (hereinafter "HYPONTECH"), headquartered in Suzhou, China, provides 12-year factory warranty period for HPS, HPK and HPT inverter series (the inverter model on table below) in Poland. During the factory warranty period, HYPONTECH will be covering the hardware replacement costs of the inverter. Expenses and costs including but not limited to shipments to and from HYPONTECH factory, direct and indirect labor costs of inverter user, owner, installer, distributor or any third-party, on-site labor costs, taxes and duties, will not be covered by the Factory Warranty Period.

**This warranty is applied to the following models:**

HPK	HPS	HPT
HPK-1000, HPK-1500, HPK-2000, HPK-2500, HPK-3000	HPS-2000, HPS-3000, HPS-3680, HPS-4000, HPS-5000, HPS-6000, HPS-6500	HPT-3000, HPT-4000, HPT-5000, HPT-6000, HPT-8000, HPT-10000 HPT-15k/20K/25K/50K

### Extension of Warranty Period

Up to 12 months following the installation date or 15 months from the date of shipment (whichever date comes first) from HYPONTECH factory, the purchaser may apply for a warranty extension by providing the serial number of the unit.

HYPONTECH may reject the application received which does not meet the date requirement.

Once the purchase of the warranty extension has been processed, HYPONTECH will send the warranty extension certificate to the customer confirming the extended warranty period.

### Warranty Conditions

According to warranty terms of HYPONTECH, in case of device failure or damaged, please provide the following information and FFR (Field Failed Report) documents which will assist the service:

- Claimant’s contact information, including but not limited to: address of installation, contact number, etc.
- All device models, serial numbers, and corresponding installation dates
- Error messages/codes on the LCD screen (if available) and additional information about the fault/error
- Detailed information about the installation environment and PV system (location, PV modules, strings information, circuit connection, parameter settings, etc.).
- Purchase invoice of the device, original warranty card, and where applicable, invoice of warranty extension
- Where applicable, descriptions of previous maintenance records and actions (if any)

While a device fails under HYPONTECH warranty terms and conditions, the following solutions will be provided according to the actual situation:

- Return the device to HYPONTECH for repair.
- Repaired on-site by HYPONTECH or any third-party authorized by HYPONTECH.
- Exchange for a replacement device of equivalent value regarding model and usage.

*If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit.*

*If the warranty's remaining valid period is less than one year after the replacement, the warranty of the replacement unit will be registered as a full year warranty starting 30 days from the HYPONTECH factory or service center shipment date.*

CATEGORY	DESCRIPTION	FACTORY WARRANTY PERIOD	SERVICE MODE	REMARK
Solar Inverter	HPS- 2kW~6.5kW Models HPK- 1kW~3kW Models HPT- 3kW~50kW Models	12 years	Customers replace. Faulty units return to Hypontech	Hypontech arranges replacement
			Onsite service	Valid only for necessary
Inverter Accessories	Mounting brackets, AC connectors, Cooling fan	2 years	Customers replace the accessories	Hypontech arranges replacement
Monitoring Device	Communication – Wi-Fi Stick, GRPS Stick, HiManager	2years	Remote technical support service	Hypontech arranges replacement

HYPONTECH reserves the right to repair or replace faulty products with spare parts and repair parts. If the warranty service provided by HYPONTECH involves replacement of the product, the customer shall return the defective product to HYPONTECH through good transportation protection measures within three weeks after receiving the replacement product.

After HYPONTECH receives the faulty product, the ownership of the product is transferred to HYPONTECH, and the ownership of the replacement product is transferred to the customer. If the customer does not return the

defective product within the above period, it is seemed to agree to purchase the replacement product at the market price.

During the warranty period, HYPONTECH provides customers with free warranty service. Other claims made by customers to HYPONTECH are not covered by the warranty.

When there is conflict between warranty terms and local laws, it subjects to local legal provisions.

## Warranty Exception

Problems caused by the following circumstances are not covered by warranty terms of HYPONTECH

- Failure or damage caused by use of parts which are non-standard and not coming from HYPONTECH
- Expiration of warranty period;
- Disassembly, repair or modified by non HYPONTECH authorized person;
- Failure to observe the technical documents and manuals, and/or the protocols and/or requirements therein;
- Failure to comply with safety regulations (VDE,IEC,etc.);
- Normal wear and tear;
- Faults or damages due to unpredictable factors, man-made factors, or force majeure events (e.g. flood, lightning, overvoltage, storm and fire etc);
- The defect is caused during transportation;
- Other faults or damages not caused by quality problems of HYPONTECH device (including non-integrated or related parts).

## Service After Warranty Expiration

For devices which are out of warranty's valid period, HYPONTECH may charge for on-site service fee, parts, labor cost and logistic fee which can be any/all of:

- On-site attendance fee: Cost of travel and time for the technician in attending on-site service.
- Parts: Cost of replacement parts (including any shipping and admin fee that may apply).
- Labor: Labor cost charged for the technician by time, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery and other derived expense when defective products are sent from end purchasers to HYPONTECH and/or repaired products are sent from HYPONTECH to end purchasers.

## Global Service Contact

### **HYPONTECH HEADQUATER**

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Suzhou

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### **Service Hotline & Contacts**

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