

EVVO SOLAR Warranty Terms and Conditions

WARRANTY PERIOD

The standard warranty period for EVVO SOLAR inverters is 120 months (10 years) from the date of purchase. Our end customer needs to provide the valid purchasing invoice to verify the date of purchase.

If our end customer fails to provide the valid purchasing invoice, the standard warranty period for EVVO SOLAR inverters is 102 months (8.5 years) from the date of production (it's on the SN) from EVOLVE ENERGY GROUP Co., Ltd.

Our end customer can also purchase an extension of this EVVO SOLAR standard warranty during 12 months from the date of manufacturing. Refer to the EVVO SOLAR price list for further information.

WARRANTY CONDITIONS

In the case of a faulty inverter during the agreed EVVO SOLAR warranty period, please report defective inverters with a brief error description to our service hotline for registering and send your warranty card to our service department by fax/email to process the warranty claim. You may also contact your dealer (EVVO SOLAR authorized dealer or distributor) or installer if your unit is defective or faulty.

To make a claim under the warranty periods of EVVO SOLAR, you need to provide us the following information and documentation of the faulty inverter:

- ❖ Product Model (e.g., EVVO 20000TL-G2) and product serial number (e.g.,SC1ES520E99001).
- ❖ A copy of the valid purchasing invoice and warranty card of the inverter.
- ❖ Error messages on the LCD screen (if available) and additional information about the fault/error.
- ❖ Detailed information about the entire system (module, PV system diagram, site inputs as videos/photos etc.).
- ❖ Documentation of previous claims/exchanges (if applicable).

If an inverter is faulty while it is under EVVO SOLAR warranty period, it will be:

- ✓ Repaired by EVVO SOLAR, or
- ✓ Repaired on-site, or
- ✓ Exchanged with a refurbished inverter that includes all firmware updates
- ✓ In case EVVO had discontinued the Claimed Product Model, EVVO reserves the right to replace the claimant with Equivalent or improved models satisfying the claim.

If the inverter needs to be exchanged, the remainder of the warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by EVVO SOLAR. If the remaining warranty period is less than 6 months, you will automatically receive a 6-month warranty period for the replacement unit.

The replacement device will be sent either in advance or after prepayment of the value of the replacement device and the costs of delivery, or after receipt of the defective device. EVVO reserves the right to send a replacement in place of a defective device after it receives the defective Inverter.

As required by EVVO, the warranty claimant must return the defective device or defective inverter at his own risk in a packaging that is suitable for its transportation to an address defined by EVVO. the costs for return transport (export certifications, inspections, and customs duties) must be covered from claimant side.

Should the warranty claimant not return the defective device more than fifteen (15) calendar days after receipt of the replacement device, EVVO will also retain ownership of inverter Product until it receives the defective Inverter. EVVO SOLAR keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services.

All warranty services are free of charge only if the action is agreed by EVVO SOLAR in advance and should be recorded in email / written document.

SCOPE OF THE MANUFACTURER WARRANTY

To provide excellent Service to EVVO SOLAR's end users, all EVVO SOLAR authorized Dealers or Distributors are requested to respond to your warranty claim. EVVO SOLAR will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following situations will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by EVVO SOLAR for the following investigation):

- 1) "Warranty Card" not being sent back to Distributor/Dealer or EVVO SOLAR.
- 2) The Product has been modified, its design has been changed, Firmware update or parts have been replaced by parts not approved by EVVO SOLAR.
- 3) Changes have been made, or repairs been attempted by NON-EVVO SOLAR technician, or series number or seals have been erased.
- 4) The product has been installed or commissioned incorrectly.
- 5) You or another user have failed to comply with the safety regulations (VDE standards or equivalent).
- 6) The product has been improperly stored and damaged while being stored by the dealer or the end user.
- 7) The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded, and such damage is identified.

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Email: support@evvosolar.com; Website: www.evvosolar.com; Tollfree: 1800-572-4090;

- 8) You or another user have failed to follow any/all of the user manual, the installation guide, and the maintenance regulations.
- 9) The device has been used improperly or misused.
- 10) Insufficient ventilation of the device.
- 11) The maintenance procedures relating to the product have not been followed to an acceptable standard.
- 12) Damages and/or failures caused by Voltage surge coming from PV array DC side or from grid AC side.
- 13) Damages and/or failures caused by natural forces, acts of God or force majeure events and other unforeseen circumstances or other acts beyond EVVO Solar's reasonable control (including Surge, direct or indirect damage by war, fire, flood, hurricane, volcanic eruption, surface collapse, debris flow, lightning, earthquake, heavy snowfall, hailstone, strong breeze etc.).
- 14) Any damages and/or failures caused by any Animals, Birds, Insects, Germs, Fungus or living creature/organisms of any kind.
- 15) Any damages and/or failures caused by any growth of plants, bushes, weeds at site touching or entering or having any type of contact with inverters.
- 16) The damage is only cosmetic and has no impact on the functioning of the device.
- 17) Installers or EPC don't install type-II SPD on both AC and DC sides for their PV systems.

This warranty is without prejudice to your rights under the statutory law, including but not limited to warranty rights in relation to the seller, i.e., if applicable rectification, reduction of the price, rescission of the sale and damages.

EXTENTION OF WARRANTY PERIOD

For EVVO SOLAR inverters you may apply for a warranty extension during 12 months from the date of production from EVVO SOLAR by providing the serial number and copy of the warranty card of the unit. EVVO SOLAR may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 15, 20 or 25 years. Refer to the Warranty Extension Order Form for more information.

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

EVVO SOLAR Warranty Terms and conditions are subjected to change and updated without prior intimation at its own discrete. Latest information about the warranty terms and conditions can be obtained from our service hotline or our website:

www.evvosolar.com