
BEXIE GROUP

Warranty for BEXIE INVERTERS

Products Base

- a) Be free from defects in design, material and manufacturing during Warranty Period;
- b) Conform to the applicable specification , if any;
- c) Be new, unused and not contain used or repaired parts;
- d) Be free and clear of all liens, claims, encumbrances and other restrictions.

Warranty Period

Products	Standard Warranty
On-Grid inverters	120 months from the date of production
Hybrid inverters	120 months from the date of production
Accessories	24 months from the date of production

The Standard Warranty Period shall commence from the earlier of the following: (1) the date when the first installation of the Warranted Products is completed; (2) 6 months after the shipment dispatch date from BEXIE.

For the Warranted Products out of the Warranty Period , BEXIE is willing to provide the Customer with life long consulting services (only via telephone, e-mail or by other means as designated by BEXIE in writing) free of charge. If the Customer requests BEXIE to provide other quality warranty services for the Warranted Products out of the Warranty Period, BEXIE is entitled to charge with the Customer for service fees according to the specific services. The standard of the afore said service fees shall be subject to the written provisions of BEXIE. The specific information is available from the sales personnel of BEXIE.

General Warranty Conditions

BEXIE will provide Customer with the QW Services under this QWA only after all of the following conditions are met:

- (1) The Warranted Product has a Defect ("Defective Product"), which is not caused by any of the circumstances listed in this QWA;
- (2) The Warranted Product is within the Warranty Period;
- (3) The nameplate of the Defective Product must be legible, complete and identifiable;
- (4) Customer is not in default in paying any outstanding accounts or returning the Defective Product (if Customer fails to pay any outstanding accounts in full or return the defective product in accordance with BEXIE's requirements, to the extent permitted by applicable laws, BEXIE has the right to reject any quality assurance claims raised by Customer); and

(5) Customer is able to provide the valid invoice or proof of purchase.

For the avoidance of doubt, "Defect" referred to herein shall refer to any state where the Warranted Product fails to operate normally, fails to perform expected functions as agreed by BEXIE and the Customer in writing, or fails to achieve expected objectives as agreed by BEXIE and the Customer in writing during normal use due to its own quality problems (including but not limited to technical defects or material problems). However, Defect as defined above does not include the following circumstances:

- (1) Normal wear and tear of the Warranted Product;
- (2) Appearance defects (including but not limited to scratches, corrosion, rust) that do not affect the normal operation, function and effect of the Warranted Product;

Technical Support

- a) Dedicated service contact shall be assigned to response service requirement including remote technicalsupport on critical issues.
- b) Technical training shall be performed on-line or off-line to support customer to update related field service technology.

Replacement Service

- a) Free service units (1% of purchase quantity) will be shipped to customer together with sales units.
- b) Customer is responsible for keep defective units, and returning them with well-condition package forquality analysis as per BEXIE's demand.
- c) The remaining warranty period of the defective unit will be transferred automatically to the replacementunit, if a replacement occurred within warranty.

RMA Service Procedure

- a) Repair Center built in HQ Bexie Group S.L. to insure an easy and speedy RMA for customer.
- b) Customer sends issue list and/or FFR (Field Failure Report) regularly to service contact for replacing agreement.
- c) Service contact issues effective RMA number to customer within 5 working days after receiving FFR, or on-site inspection is performed.
- d) As per BEXIE's demand on quality analysis, customer shall return defective units with effective RMA number, and in advance, customer informs all necessary shipping information so that the service contact can arrange for logistic operation and repairing

resources.

- e) In order to avoid any damages during transportation, all returned products should be packed in packaging materials well-condition, original packaging materials recommended.
- f) Service units will be shipped with subsequent purchase order delivery, BEXIE will inform customer about the status and provide all necessary shipping information to customer after the shipment comes into effect.
- g) Suppose customer wants service units to be shipped separately from purchase order delivery, customer shall pay the freight and other related expenses.

Warranty Limitation

Damages due to following are excluded from warranty:

- a) Seal on Product is broken; or
- b) Improper transportation and delivery; or
- c) Unqualified persons opening the unit; or
- d) Improper installation; or
- e) Unauthorized modification, test or repairing; or
- f) Use and application beyond the definition from manual; or
- g) Application beyond the scope of safety standards (VDE, UL, AS etc.); or
- h) Acts of God such as lightning, fire, storm etc.; or
- i) Engineering samples.

Out Warranty Service

For the products out of Warranty and the damages excluded from the warranty limitation, Service shall be performed after agreement between both parts achieved case by case.

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