

# Manufacturer's Product Warranty For HoyUltra2 (HESS-261-2h)

Hoymiles Power Electronics Inc.

## 1. Definitions:

- 1.1 The warrantor for the limited warranties sets forth herein is Hoymiles Power Electronics Inc. ("Hoymiles").
- 1.2 The "Product" means the PCS & Battery system and peripheral devices manufactured by Hoymiles and purchased from Hoymiles or its qualified distributors by End-users.
- 1.3 The "Warranty" means this limited warranty contract for Hoymiles Product.
- 1.4 "End-user" means the owner of the Product for which Service will be performed under the Plan.
- 1.5 "Manual" means the current Hoymiles installation, operation and maintenance guide for the Product covered under this Warranty.
- 1.6 "Reaction time" means the time between the claim is accepted by Hoymiles officially and the Service is provided.
- 1.7 "Service" means Actions in Clause 6 in response to a claim.
- 1.8 "Site" means the location of End-user's Product that is covered under this Warranty.
- 1.9 "Warranty Period" means the period of time the Product is covered under this Warranty.

## 2. Product Warranty

The period covered by this Warranty for the Product installed at the project site agreed upon by both parties or specified in the Sales Contract is indicated in the table below.

| Products                              | Standard Warranty Period | Warranty Starting Date                                                                                                                                 |
|---------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| HoyUltra2<br>(HESS 261, 125KW/261KWH) | 5 years                  | Which is early<br>1) 6 months from the date the products shipped from Hoymiles<br><br>OR<br>2) from the first time of product commissioning in project |
| AC Combiner Cabinet (Optional)        | 5 years                  |                                                                                                                                                        |
| AC Switching Cabinet (Optional)       | 5 years                  |                                                                                                                                                        |
| UPS                                   | 1 year                   |                                                                                                                                                        |

\*C&I Battery System: 1. Under standard operating conditions of 0.5C, 1 cycle/day, 25°C ± 2°C, and 100% Depth of Discharge (DOD), the system guarantees a State of Health (SOH) above 85% at the end of the third year, above 80% at the end of the fifth year, above 75% at the end of the tenth year. 2. Under standard operating conditions of 0.5C, 2 cycles/day, 25°C ± 2°C, and 100% Depth of Discharge (DOD), the system guarantees a State of Health (SOH) above 80% at the end of the third year, above 75% at the end of the fifth year, above 65% at the end of the tenth year. The battery provides 8,000 charge and discharge cycles.

\*The Product warranty will be limited to 2 years if the Product is installed within 2Km to the sea.

\*The warranty does not cover consumable parts, such as, but not limited to fuses, surge suppressors, filters etc.

\*Warranty is valid for items supplied by Hoymiles only. Third-party items or any items not supplied by Hoymiles are not covered by this warranty.

Hoymiles will collect customers' serial numbers and installation conditions to provide corresponding warranty services.

Hoymiles will generate a Warranty certificate for projects to customer, set out in Annex A.

### 3. Extension Warranty

3.1 Extended warranty option is available to purchase for PCS range up to a total period of 25 years. Batteries; HoyUltra2, and its Auxiliary Equipment and System Accessories - Liquid Cooling System, Fire Fighting System, EMS, BMS, Aux Power Cabinet, AC Combiner Cabinet, AC Switching Cabinet is available to purchase for extending warranty up to 10 years. UPS is not eligible for warranty extension.

3.1.1 The Product installed within 500m to the sea is not eligible for extending warranty services.

3.1.2 The Product installed within a range of 500-2000 meters from the sea is available to purchase for extending warranty up to 5 years.

3.2 The Extended Warranty Contract must be taken out for all the Products making up the Project; it cannot be taken out for a partial number of units.

3.3 Extended Warranty can be purchased from Hoymiles at the time of original purchase of products, or within the first year of the installation date, or within the Manufacturer Warranty (price may differ) and can't be provided if the warranty is already lapsed;

### 4. Limited Of Warranty

4.1 Claims relate to defects that are caused by the following factors are not covered by Hoymiles' s warranty obligations:

- a. Force majeure (including but not limited to storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding etc.)
- b. Improper or non-compliant use. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the Quick Installation Guide and User Manual supplied with each product).
- c. Any damage, battery over-discharge, battery degradation, system failure or other loss arising out of or relating to: (i) failure to deploy and maintain continuous real-time remote monitoring capabilities (including through a third-party Energy Management System (EMS) or Hoymiles monitoring platform); (ii) failure to conduct periodic on-site operation and maintenance as required under the Delivery Confirmation Letter, User Manual or Hoymiles's instructions; or (iii) failure to promptly report any alarms, warnings, abnormalities or faults to Hoymiles, where such failure delays or prevents

the timely detection, diagnosis and rectification of system faults, alarms, warnings, including prolonged battery over-discharge.

- d. The operating conditions that do not meet the technical agreement include the required operating environment temperature, the number of charge and discharge times per day, and the depth of charge and discharge.
- e. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- f. Installation in a corrosive environment.
- g. Damage during transportation.
- h. Unauthorized change to the original identification marks or Quick Installation Guide.
- i. Unauthorized repair attempts.
- j. Unauthorized removal and re-installation.
- k. Normal appearance wear, cosmetic or superficial defects, dents, marks or scratches, which do not affect the proper function of the product.
- l. Damage caused by defects of other components in the Project system.
- m. Products purchased from an unauthorized dealer, distributor, or retailer.
- n. Original identification marks (including trademark and serial number) of the product have been defaced, altered or removed.
- o. Serial number of the Product has been altered, manipulated, or cannot be clearly identified.
- p. Damage or accidents due to the third party's actions or any other reasons different to the standard use conditions of the Product and that are out of the control of Hoymiles.
- q. Any other Warranty right not mentioned specifically on this document is out of the scope of this Warranty.

## 5. Claim Process

- 5.1 To initiate the warranty claim process, the claimant should inform Hoymiles via the contact methods set out on Hoymiles's website [www.Hoymiles.com](http://www.Hoymiles.com) or email [service@hoymiles.com](mailto:service@hoymiles.com).
- 5.2 Hoymiles may require additional information regarding the claim, which may include, without limitation, proof of purchase and/or delivery, installation, serial and model numbers, evidence regarding the basis of claim including images, and information to assist troubleshooting.
- 5.3 Hoymiles will respond to the claim in a timely manner by either accepting the claim with the service ticket number or refusing the claim with appropriate reasons by email. Hoymiles may determine the solutions for the claim.
- 5.4 Hoymiles will endeavor to respond within 24 hours, excluding weekend and local public holidays. Hoymiles reserves the right to demand the claimant to pay a deposit in advance before the service solution is implemented if there is an overdue payment in purchasing of products or

service from Hoymiles.

## 6. How This Limited Warranty Applies

- 6.1 If the Product has been claimed to be defective under this warranty, Hoymiles will, at its discretion, repair or replace the defective product.
- 6.2 The product presented for repair or replacement may be replaced by a new product of the same type or an equivalent product in performance and quality, at Hoymiles' discretion. If the original product is no longer available, Hoymiles may, at its sole discretion, provide a replacement product that differs in size, appearance, model number or power level, provided that such replacement product will be of equivalent or superior specifications and technically compatible with any other products provided by Hoymiles.
- 6.3 Post remedy, the defective product becomes Hoymiles's property should Hoymiles wish to retain this product. The claimant agrees to securely store the defective product for Hoymiles's collection for up to one (1) month.
- 6.4 Hoymiles may conduct any of the following:
  - a) Dispatch the replacement product/parts or on-site service personnel (Hoymiles employees, agents or authorized contractors) to the project site where the defective product is located;
  - b) Investigate the issue of the defective product
  - c) Repairing or replacing the defective product;
  - d) Testing and repairing the defect units or parts in Hoymiles's workshop or authorized third party;

## 7. Warranty Transfer

- 7.1 The warranty is transferable when the Products remains installed in its original location and under the warranty period. This means, when the ownership of the Products has changed, the new owner shall continue to benefit under this warranty. Further, a lessee or assignee may obtain consent from the owner of the Products and make a claim under this warranty. If the Products are relocated to another site, whether the warranty is transferable to the new site will be subject to a site inspection by Hoymiles at the new site prior to installation with the written consent. For the avoidance of doubt Hoymiles shall not bear any costs associated with the reinstallation of the Products such as installation, commissioning, site inspection by Hoymiles etc.
- 7.2 When Hoymiles replaces a defective Product, the remaining warranty period of the original product will be transferred to the replaced Product. There are no extensions applied on repair or replaced Product.

## 8. Claimant's Obligations

- 8.1 The Products must be used for its intended purpose within the specifications and environment prescribed in the Products' user manuals. Best efforts must be taken to protect the Products against further damage if any defect has been discovered.
- 8.2 The claimant must grant Hoymiles's service personnel free access and permits to the site as required to conduct any on-site services as soon as the personnel arrives on site. The claimant must also that the site is free from hazards or obstructions, and that all safety precautions are followed at the site. Hoymiles shall have no liability in the event access to the products could not be provided at the agreed time. In such cases, the claimant shall be invoiced for, and must pay, any costs incurred by Hoymiles as a result of rescheduling the site visit.
- 8.3 The claimant must validate the performance of third-party equipment or controllers and ensure that it does not adversely impact on-site service.

## 9. Limits Of Liability

- 9.1 This warranty constitutes the sole and exclusive remedy for claims against Hoymiles in respect to defective or non-conforming products and is in lieu of and excludes all other warranties, conditions, guarantees or representations relating to the products, whether oral or written, express or implied, including without restriction, any warranties of merchantability or of fitness for a particular purpose. All other obligations or liabilities on the part of Hoymiles are expressly excluded and disclaimed.
- 9.2 In no event shall any claim, failure of any product hereunder, or breach of this warranty, render Hoymiles, its affiliates, employees, subcontractors or suppliers liable for indirect or consequential damages or loss of use associated with warranty claims for lost profits, loss of revenues, loss of data, loss of production or any associated equipment, cost of capital, cost of substitute equipment, facilities, services or replacement power, downtime costs, claims of any third- parties for such damages, or for any other special, consequential, incidental, indirect or exemplary damages.
- 9.3 However, Hoymiles shall remain liable for reasonable and proven direct damages arising directly from a defective product, such as repair or replacement costs of the affected equipment, including the cost of warranty-covered materials (e.g., replacement parts), associated transportation fees for the replacement parts or defective parts (for Hoymiles' collection), and on-site labor costs for Hoymiles Technicians performing repair or replacement services, strictly within the scope of this warranty. Hoymiles's aggregate liability for any claims and costs under this Warranty shall not exceed the total amount of payments received by Hoymiles for the product that is the subject of a claim.

## 10. Service Price

10.1 For services not covered by this Warranty, Hoymiles will charge service fees based on the following rates (billable hours include round-trip travel time from the nearest Hoymiles maintenance station to the Product site):

- **Business Days:** 100 EUR/hour (or 100 USD/hour outside of Europe), capped at a maximum of 1,000 EUR (or 1,000 USD) per day.
- **Weekends and Public Holidays:** 150 EUR/hour (or 150 USD/hour outside of Europe), capped at a maximum of 1,500 EUR (or 1,500 USD) per day.

However, the specific fees shall be subject to the service pricing standards defined by the respective regional service policies.

10.2 Hoymiles reserves the right to adjust these service rates.

10.3 Payment for the service fees or contract shall be made within thirty (30) days from the issuance date of Hoymiles's invoice.

## 11. Integral Parts of the Sales Contract

This Warranty Document forms an integral part of the Sales Contract and shall be read and construed together with it. In the event of any inconsistency or conflict between the terms of this Warranty Document and the Sales Contract, the provisions of this Warranty Document shall prevail in respect of the subject matter addressed herein. All matters not expressly covered in this Warranty Document shall be governed by the applicable terms and conditions of the Sales Contract, including but not limited to limitation of liabilities clause, force majeure clause, confidentiality clause, governing law and arbitration clause, which are hereby incorporated into this Warranty Document by reference.

**Annex A**

# HOYMILES WARRANTY CERTIFICATE

**THANKS FOR CHOOSING HOYMILES PRODUCTS!****Issue Date: XXXX 2026**

Customer:

Email:

Phone:

Address:

Sales Contract Number:

**1. Covered Products**

The following products are covered under this warranty:

| Item NO. | Product Name | Quantity |
|----------|--------------|----------|
| 1        |              | X        |
| 2        |              |          |

**2. Warranty Terms**

The warranty period for the above-mentioned XXXX is **Five (5) years**, commencing on **【Date】** (the “Warranty Start Date”) and expiring on **【Date】** (“the Warranty Expiry Date”).

Any product or part that is repaired or replaced under this warranty will inherit the remaining warranty period of the original product. The warranty for any replacement part or product will not extend the original warranty period.

**3. Warranty Service**

Warranty claims must be processed through your authorized Hoymiles distributor or installer. This certificate must be presented along with a valid proof of purchase when requesting service. For detailed warranty terms, please refer to our official website or the Hoymiles warranty policy specifically for above product.

For and on behalf of

**Hoymiles Power Electronics Inc.**