

## Limited Warranty

Limited Warranty Policy valid for the United States of America and Canada

Solis Inverters and accessories are manufactured by Solis Technologies Co., Ltd. (referred to as “Solis”) which provides the following limited warranty to the purchaser (referred to as “Customer”) of the inverters and accessories (referred to as “Products”). Customer is deemed to be the owner of the installed Products at first sale.

### 1. Limited Warranty Terms

Solis limited warrants all Products to be free from defects in material and function under normal use and service from the date of sale to the Customer. This limited warranty extends the Customer’s statutory rights and cannot be construed so as to diminish such statutory rights.

**The 5-year limited warranty is applicable for the following inverters:**

- ◆ Solis-185K-EHV-5G-US, Solis-185K-EHV-5G-US-PLUS.
- ◆ Solis-255K-EHV-5G-US, Solis-255K-EHV-5G-US-PLUS.
- ◆ Solis-125K-EHV-5G-US, Solis-125K-EHV-5G-US-PLUS.
- ◆ S6-GU350K-EHV-US-M12, S6-GU350K-EHV-US-M16.
- ◆ S6-GU300K-EHV-US-M12, S6-GU250K-EHV-US-M12.

**The 10-year limited warranty is only applicable in Canada for the following inverters:**

- ◆ Solis-185K-EHV-5G-US, Solis-185K-EHV-5G-US-PLUS.
- ◆ Solis-255K-EHV-5G-US, Solis-255K-EHV-5G-US-PLUS.
- ◆ Solis-125K-EHV-5G-US, Solis-125K-EHV-5G-US-PLUS.
- ◆ S6-GU350K-EHV-US-M12, S6-GU350K-EHV-US-M16.
- ◆ S6-GU300K-EHV-US-M12, S6-GU250K-EHV-US-M12.

**The 10-year limited warranty is applicable for the following inverters:**

- ◆ Solis-1P2.5K-4G-US, Solis-1P3K-4G-US, Solis-1P3.6K-4G-US, Solis-1P4K-4G-US, Solis-1P4.6K-4G-US, Solis-1P5K-4G-US, Solis-1P6K-4G-US, Solis-1P7.6K-4G-US, Solis-1P8K-4G-US, Solis-1P9K-4G-US, Solis-1P10K-4G-US.
- ◆ Solis-25K-US-XX\*, Solis-30K-US-XX\*, Solis-36K-US-XX\*, Solis-40K-US-XX\*, Solis-50K-US-F-XX\*, Solis-60K-US-F-XX\*, Solis-66K-US-F-XX.
- ◆ S6-GC25K-US, S6-GC30K-LV-US, S6-GC33K-US, S6-GC36K-US, S6-GC40K-US, S6-GC50K-US, S6-GC60K-US.
- ◆ Solis-75K-5G-US, Solis-80K-5G-US, Solis-90K-5G-US, Solis-100K-5G-US.
- ◆ S5-GC75K-US, S5-GC80K-US, S5-GC90K-US, S5-GC100K-US, S5-GC125K-US, S5-GC60K-LV-US.
- ◆ RHI-1P5K-HVES-5G, RHI-1P6K-HVES-5G, RHI-1P7.6K-HVES-5G, RHI-1P9K-HVES-5G, RHI-1P10K-HVES-5G.
- ◆ S6-EH1P3.8K-H-US, S6-EH1P5K-H-US, S6-EH1P7.6K-H-US, S6-EH1P9.9K-H-US, S6-EH1P10K-H-US, S6-EH1P10K-H-US.

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- ♦ S6-EH1P10K03-NV-YD-L-US, S6-EH1P12K03-NV-YD-L-US, S6-EH1P14K03-NV-YD-L-US, S6-EH1P16K03-NV-YD-L-US
- ♦ S6-EH3P30K03-NV-YD-H-US, S6-EH3P40K04-NV-YD-H-US, S6-EH3P50K04-NV-YD-H-US, S6-EH3P60K04-NV-YD-H-US

**The 2-year limited warranty is applicable for the following accessories/components:**

- ♦ DLB-W(Wifi), Lan Data Logger, Wifi Data Logger, Cellular Data Logger.
- ♦ S1-W4G-ST, S2-WL-ST, S3-WIFI-ST, S4-WIFI-ST.
- ♦ 1500V-PLC-CCO, S2-PLC-CCO.
- ♦ Solis-AC Combiner-800V/630A, Solis-AC Combiner-800V/800A, Solis-AC Combiner-800V/1000A.

For the duration of this period Solis guarantees the proper functions of the Products. The limited warranty shall be executed by the terms included here but not limited to PO/PI/CI of goods.

The limited warranty period begins when the Product is:

Commissioned at the installation - Or

6 months after the Product is dispatched from the factory depending on which occurs first.

## 2. Limited Warranty Extension

The customer may apply for a limited warranty extension within 12 months of installation by providing the relevant inverter serial number along with proof of purchase. An extended limited warranty can be purchased to provide the following:

- ♦ 10 Years total
- ♦ 15 Years total
- ♦ 20 Years total

Limited Warranty extension certificates will be provided to confirm the extension upon purchase.

## 3. Limited Warranty Limitations

The limited warranty is valid only for Products purchased either directly from Solis or from an authorized reseller of Solis. The Limited Warranty applies to brand new product only.

The Limited Warranty does not cover:

- ♦ Access, labor or transport costs;
- ♦ Consequential damages including but not limited to loss of revenue;
- ♦ Claims by third parties other than the owner;
- ♦ If Products are damaged as a consequence of not installing in accordance with the installation instructions as contained within the Product installation manual. (Except where the installation is performed by Solis);
- ♦ Items ancillary to installation not supplied by Solis;

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- ♦ Duties, import/export fees or costs and other general administrative costs;
- ♦ Damage to Products caused by misuse, improper handling or unauthorized modification;
- ♦ Loss or damage occurring whilst in transit;
- ♦ Accidental (for any damage or defect caused by lightning, flood, power surge, fire, pest damage, corrosion, actions of third parties or any other act of Force Majeure, event or accident outside Solis's reasonable control and not arising under normal and standard operating conditions;) or willful damage;
- ♦ Any Products described in a proposal, quotation or delivery note as 'ex-display' or 'reconditioned'. (A separate Limited Warranty extension may have been issued to cover such Products)
- ♦ If Products are not initially purchased from Solis or the authorized reseller of Solis;
- ♦ If Products are out of the limited warranty period;
- ♦ If the fault has been caused by another component in the limited warranty holder's photovoltaic system; or could not be identified upon examination of Products;
- ♦ The replaced Products that have not been returned to Solis or the authorized reseller in time; unless the Products were installed correctly by a local grid company qualified installer and as per the installation instructions supplied with the Products or installed by Solis or the authorized reseller;
- ♦ Unless the limited warranty holder has paid in full all amounts owing to Solis by the limited warranty holder;
- ♦ If the defect occurs wholly or partially as a result of any act or omission by the limited warranty holder, or any person other than a person employed or sub-contracted by Solis;
- ♦ If the Products are not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or the limited warranty holder continues to use the Products after the defect becomes apparent;
- ♦ If the Products are repaired, or any attempt to repair the Products are made, by anyone other than authorized by Solis;
- ♦ If the Products are moved for any reason after it has been installed (regardless of whether the Products are subsequently reinstalled or moved back to the same location) unless the Products are reinstalled at the same address by a qualified installer, and it is stored during any interim period in accordance with the Product manual;
- ♦ If the Products are altered or modified in any way (including if the Products' serial or identification number is altered, defaced or removed) unless such modification has been approved in writing by Solis;
- ♦ Use of battery types not certificated and listed on Solis approved list for operation with Solis Energy Storage Inverter;
- ♦ For any other fault which does not affect the basic performance of the Products, notwithstanding any external scratch or stain, or natural mechanical wearing which does not represent a defect or normal wear and tear;
- ♦ If a product is installed in the field or a location where environmental conditions are not under thermal and humidity control, without being energized for a period of greater than six (6) months.

#### 4. Data Protection

If the Customers accept the limited warranty service provided by Solis, the Customers allow Solis to access, collect and process information related to failure, detection, identifying and debugging when providing services. Such information will only be used to provide limited warranty services. Since Customers are the

controllers of such information, Solis cannot confirm whether such information contains confidential information or personal data of the Customers.

Customers should ensure that they will obtain or retain all necessary consent, permission, and authorization (“Consent”) in accordance with applicable legal requirements for Solis to provide such service, so that Solis will not violate applicable legal requirements, Customers’ privacy policies, or Customer user-agreements in providing related services.

Solis will take reasonable measures to ensure the security of such Customer information, but Solis is not responsible for any direct or indirect liability caused by the acquisition and processing of such information in the process of providing services.

If the Customer returns the Products to Solis, it indicates that the Customer has backed up any confidential, private, or other information stored in the Products and has completely deleted such information from the Products and authorizes Solis to transfer the Products to the Solis service center in other countries for maintenance. Customers shall be solely responsible for deleting the above information before delivering the hardware to Solis. They shall also further indemnify, defend, and hold harmless Solis from and against any and all claims, liabilities, obligations, costs, expenses, penalties, fines, confiscations and ruling imposed by any government agency or third party as a result of Solis failing to comply with applicable laws and regulations in transferring and disposing of the above information.

Solis does not guarantee the data stored in the Products; the Customers are responsible for backing up relevant data to prevent loss.

## 5. Limited Warranty Claims Procedure

To make a limited warranty claim the following information needs to be provided:

- ♦ Completed Limited Warranty Claim Form – Provided by Solis Service Agent
- ♦ Product Model (i. e. 4G 3.6kW) and Products Serial Number (i. e. 160D72198270017)
- ♦ Copy of the invoice for the inverter
- ♦ Copy of the installation report/certificate

If Solis receives a legitimate written claim, Solis shall, at its discretion:

- ♦ Provide replacement Product, which will be functionally equivalent to the Customer’s defective device (in terms of features, function, compatibility).  
or
- ♦ Instruct an accredited service provider to attend the Customer’s premises and repair the defect or provide a replacement Product(s);  
or
- ♦ Direct the Customer to return the Products to Solis, so that Solis may repair or provide a replacement Product(s).

Solis may, at its own discretion, use new or factory refurbished Products for replacement.

Solis may repair or replace faulty components at its discretion. If the Products or any part thereof is replaced by Solis under this limited warranty, all the rights, title and interests in the replaced Products or parts, shall vest in Solis upon it being replaced.

Any Products replaced or repaired under this limited warranty will be covered by the Products' remaining limited warranty period, or three months, whichever is greater.

The limited warranty holder must return replaced parts or devices in the original packaging or equivalent. If the replaced faulty part or device is not received by Solis within 30 days, the limited warranty holder will be charged for the part/device at the current price for a new part/device.

Labor, travel, and delivery (to and from Customer) will be charged if Products returned are found to be not faulty following a limited warranty claim.

A claim for compensation cannot be made for any loss of profit, (including energy that has not been fed into the grid or energy that has not been used for self-consumption, etc.). In any case, whether in contract, tort or otherwise, the maximum compensation for Customer losses caused by its fault shall not exceed the amount paid by the Customer for the purchase of the equipment.