

WARRANTY CONDITIONS FOR SOLIS INVERTERS AND OTHER SOLIS PRODUCTS - For US and Canada market

(Valid from: [1/1/2020])

Ningbo Ginlong Technologies Co., Ltd. (hereafter referred to as “Ginlong Solis”, “we” or “us”) grants a limited warranty for the warranty products defined here. Unless agreed otherwise by Ginlong Solis in writing, Ginlong Solis only provides a limited warranty, as applicable. Ginlong Solis may authorize third-party service agents (hereafter referred to as "Authorized Service Provider") to provide the warranty service hereunder. Unless otherwise agreed by Ginlong Solis in writing, this warranty is not applicable to the products sold and installed prior to the validity of this warranty on [] January 2020.

Warranty products

This warranty applies exclusively to Solis inverters, rapid shutdown devices and Solis accessories (including LAN stick, cellular stick, WIFI stick, data logging box, auto transformer) manufactured and supplied either directly by Ginlong Solis or through authorized sellers of Ginlong Solis in the US market. This warranty does not apply to third party MLRSD products, whether supplied by Ginlong Solis or others. Fuses and other consumable parts are also excluded from the warranty. For countries outside of the US territory, please visit <http://www.ginlong.com/productwarranty.html> for more details.

Warranty holder

Only the owner of the warranty product is entitled to make a claim under this warranty. Allow for 3rd parties and O&M companies **to service and make claims on behalf of the owner. No** other person shall have any rights under this warranty. In the event of a change in ownership of the warranty product, the warranty is transferred.

Warranty claim

A warranty claim exists in the event that a defect in a warranty product occurs within the warranty period as a result of defects in workmanship and materials.

Warranty exclusions and disclaimer

Ginlong Solis shall not be liable under this limited warranty:

- If the product is not initially purchased from Ginlong Solis or the authorized sellers of Ginlong Solis;
- If the product is stolen equipment;

- If the product is out of the warranty period;
- If the fault has been caused by another component in the warranty holder's photovoltaic system;
- If a fault could not be identified upon examination of the product;
- If the replaced products have not been returned to Ginlong Solis or Authorized Service Provider within 90 days from the time of the initial claim;
- Unless the product was installed correctly by an Authorized Service Provider and as per the installation instructions supplied with the product;
- Unless the warranty holder has paid in full any amounts owed to Ginlong Solis by the warranty holder;
- If the defect is contributed to or caused by any improper usage of the product, failure to comply with any instructions supplied with the product or usage of the product for purposes other than that for which the product was designed or intended;
- If the defect occurs wholly or partially as a result of any act or omission by the warranty holder, or any person other than a person employed or sub-contracted by Ginlong Solis;
- If the product is not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or the warranty holder continues to use the product after the defect becomes apparent;
- If the product is repaired, or any attempt to repair the product is made, by anyone other than an Authorized Service Provider of the products acting at Ginlong Solis's direction;
- If the product is moved for any reason after it has been installed (regardless of whether the product is subsequently reinstalled or moved back to the same location) unless the product is reinstalled at the same address by a Authorized Service Provider by Ginlong Solis and it is stored during any interim period in accordance with that installer's instructions;
- For any damage or defect caused by lightning, flood, power surge, fire, pest damage, corrosion, actions of third parties, force majeure or any other act of God, event or accident outside Ginlong Solis's reasonable control and not arising under normal and standard operating conditions;
- If the product is altered or modified in any way (including if the product's serial or identification number is altered, defaced or removed) unless such modification has been approved in writing by Ginlong Solis;
- For normal wear and tear(including sun damage for inverters installed facing due south without shade cover.
- For issues caused by products not supplied by Ginlong Solis; or
- For any other fault which does not affect the basic performance of the product, notwithstanding any external scratch or stain, or natural mechanical wearing

which does not represent a defect.

Data Protection

- If the customers accept the warranty service provided by Ginlong Solis, it means that the customers allow Ginlong 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 warranty services. Since customers are the controllers of such information, Ginlong 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 Ginlong Solis to provide such service, so that Ginlong Solis will not violate applicable legal requirements, customer privacy policies, or customer-user agreements in providing related services. Ginlong Solis will take reasonable measures to ensure the security of such customer information, but Ginlong 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 Ginlong Solis, it indicates that the customer has backed up any confidential, private, personal or other information stored in the products and has completely deleted such information from the products, and authorizes Ginlong Solis to transfer the products to the Ginlong Solis service center in other countries for maintenance. Customers shall be solely responsible for deleting the above information before delivering the hardware to Ginlong Solis or Authorized Service Provider. They shall also further indemnify, defend and hold harmless Ginlong 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 Ginlong Solis' failing to comply with applicable laws and regulations in transferring and disposing of the above information.
- Ginlong Solis does not guarantee the data stored in the products; the customers are responsible for backing up relevant data to prevent loss.

Warranty services

Ginlong Solis grants the Solis limited warranty for a period of ten years, five years or two years (contingent on the product type).

During this limited warranty:

- Material warranty: Ginlong Solis will provide the relevant replacement part or a replacement device. The warranty holder does not have to pay for the replacement part or device.

- Service: Ginlong Solis will not pay the labor costs for removing and installing the replacement part or replacement device, or costs for any other service.
- Transport: Ginlong Solis will not pay the shipping and transport costs incurred in relation to the Material under this Solis limited warranty.

Warranty period

The warranty period begins the earlier of (1) when the warranty product is installed by Ginlong Solis or a Authorized Service Provider or (2) upon the lapse of the first 3 months after the warranty product is dispatched from our factory, and applies differently depending on the warranty product, unless Ginlong Solis otherwise agrees in writing to a different period:

Inverters	Standard Period	Warranty
255kW 1500V Inverters	5 years	
Other Inverters	10 years	
Rapid Shutdown	Warranty Period	
Solis String-Level Rapid Shutdown Device: Solis MLRSD transmitter	10 years	
Accessories	Standard Period	Warranty
LAN Stick	2 years	
Cellular Stick	2 years	
WIFI Stick	2 years	
Data Logging Box	2 years	
Auto Transformer	2 years	

Where parts or devices are replaced, the remaining warranty period is transferred to the replacement part or replacement device. This will be registered by Ginlong Solis automatically and the warranty holder will not receive a new certificate.

Making a claim

In the event of a warranty claim, the warranty holder may contact Ginlong Solis through following contact details, or contact your local seller or Authorized Service Provider.

Service Department Contact Details:

Tel: 1-(866)-438-8408

Email: usservice@ginlong.com

Web: <http://usservice.ginlong.com>

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

- Product Model (i.e. Solis-1P(6-10)K-4G-US) and Product Serial Number
- Copy of the proof of ownership of the inverter
- Error message on the display
- Detailed system information including voltages, current, and other information deemed necessary by Ginlong Solis service personnel

A warranty claim may be rejected should the claimant fails to provide the said information/proof.

If Ginlong Solis or Authorized Service Provider receives a legitimate written claim, Ginlong Solis or Authorized Service Provider shall, at its option: a) direct an accredited service personnel to attend the customer's premises (provided that the premises are located within US) and repair the defect (or provide a replacement product); b) direct the customer to return the product to Ginlong Solis or Authorized Service Provider so that Ginlong Solis or Authorized Service Provider may repair or provide a replacement product; or c) issue a credit note for the defective product in an amount up to its actual value at the time customer notifies Ginlong Solis of the defect, as determined by Ginlong Solis, for use toward the purchase of a new product. Ginlong Solis or Authorized Service Provider may, at its own discretion, use a new or refurbished product for replacement.

Any product replaced or repaired under this limited warranty will be covered by the product's remaining warranty period, or three months, whichever is greater. If the product or any part thereof is replaced by Ginlong Solis or Authorized Service Provider under this limited warranty, all of the right, title and interest in and to the replaced product or part shall vest in Ginlong Solis upon it being replaced. The 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 Ginlong Solis or Authorized Service Provider within 30 days, the warranty holder will be charged for the part/device at the current price for a new part/device.

It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met.

If a customer makes a claim under this limited warranty and: (a) a service personnel of Ginlong Solis or Authorized Service Provider attends the customer's premises in relation to the claim; or (b) the customer returns the product to Ginlong Solis or Authorized Service Provider in circumstances, in circumstances where there is no product defect or any defect is not covered by this limited warranty, then the customer must on demand pay to Ginlong Solis or Authorized Service Provider all costs incurred by Ginlong Solis or Authorized

Service Provider, or the standard call out fee of the service provider, in relation to the customer's claim.

A claim for compensation cannot be made for 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.

Limitation of Liability

Except for the limited warranty set out above, and except for any liability in connection with the supply of goods imposed on Ginlong Solis by any federal and state legislation (including for breach of implied conditions and warranties) which cannot, or which can only to a limited extent, be lawfully excluded, all liability of, and conditions and warranties relating the supply of the products by Ginlong Solis are hereby expressly excluded. Any such liability which cannot be lawfully excluded is limited, at Ginlong Solis's option, to any one or more of the following:

- the replacement of the goods or the supply of equivalent goods;
- the repair of the goods;
- the payment of the cost of replacing the goods or of acquiring equivalent goods; or
- the payment of the cost of having the goods repaired.

NOTE: *This warranty is provided in addition to other rights and remedies held by the customers at law. Our inverters and other goods come with guarantees that cannot be excluded under law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure*