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## Hoymiles Warranty Terms & Conditions

- Administered by Hoymiles Power Electronics Inc.

This policy governs the exchange program for Hoymiles Micro-inverters (Model: MI/HM/HMT series) and Data Transfer Unit (the “DTU”) covered by Hoymiles’ warranty (the “**Exchange Program**”). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this policy. Hoymiles may, in its sole discretion, reject the exchange of any inverter not returned in accordance with this policy.

### 1. Warranty Claims

The standard warranty period for inverters is **20 years (Polaron Special Extended Warranties)**, DTU is **24 months**.

PLEASE NOTE, THIS WARRANTY POLICY IS LIMITED TO THE HOYMILES MICRO-INVERTER AND DTU RANGE ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES WITH A HOYMILES MICRO-INVERTER PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

The warranty period commences from the date on which the inverter is commissioned by the installer or customer’s agent. An extended warranty period may be available for purchase within 36 months from commissioning for an **additional 156 months** (see Section 9 for information relating to the warranty extension). The warranty effective date refers to the date of invoice commencing, 6 months after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.

The Warranty is applied to the original Hoymiles product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to inverters installed by a suitably qualified professional. The warranty policy will be rendered invalid where inverters are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact Hoymiles at [service@hoymiles.com](mailto:service@hoymiles.com) with the authorization email which includes the user-name and password from the previous owner.

Note: If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. Hoymiles will work directly with the installer to replace a faulty inverter if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

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## 2. Limited Liability

Subject to the conditions set out below Hoymiles warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Hoymiles' warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding; social causes like war, turmoil, government intervention, strikes, embargoes, market conditions etc.)
- b. Improper or noncompliant use.
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- e. Installation in a corrosive environment.
- f. Damage during transportation.
- g. Unauthorized repair attempts.
- h. Unauthorized removal and reinstallation.
- i. Normal appearance wears out, including discolor and scratch.
- j. The defective has no impact on the power generation after two years since warranty affective date, including LED indicator failure.
- k. Damaged caused by defects of other components from the solar system.

Furthermore, if the original identification marks (including trademark and serial number) of such product have been defected, altered, or removed, the limited warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. And the limited warranty does not extend beyond the original cost of the Hoymiles products.

This warranty does not extend to parts materials or equipment not manufactured by Hoymiles in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Hoymiles.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as Hoymiles is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

Hoymiles shall be under no liability under this warranty (or any other warranty condition or guarantee)

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if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, and the remainder Warranty is more than ( $\geq$ ) 90 days (refer on the date that Hoymiles received the complaint), the remainder of the Warranty period will be transferred to the replacement product. If the remainder Warranty is less than ( $<$ ) 90 days, the replacement product will cover by a 90 days' warranty count from the date that Hoymiles dispatch the replacement/repared inverter. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

### 3. Product Repairing On-Site

If Hoymiles decides to repair the defective device on site (repair by Hoymiles or the technical engineer that authorized by Hoymiles), then Hoymiles will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. No other costs - including, but not limited to, transportation, inspications, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, or the costs of third-parties that have not been authorized by Hoymiles.

### 4. Exchange Service

Any inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to Hoymiles for an exchange to be effected under this policy:

Inverter data including:

1. Product model.
2. Product serial number.
3. Failure code.
4. Failure comment.

Documentation including:

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. systemschematic).
3. Documentation of previous claims/exchanges (if applicable).
4. RMA (Template will provide by Hoymiles service center).

**Hoymiles reserves the right to refuse exchange requests where adequate information is not provided.** To request the replacement of an inverter, you must contact the Hoymiles

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Service Department. E-mail: [service@hoymiles.com](mailto:service@hoymiles.com)

### **5. Hoymiles Responsibility**

Upon receipt of the required information listed in Section 4, and after attempts to correct the problem with the customer's assistance, Hoymiles will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. Hoymiles will dispatch a replacement inverter within 3 working days to the specified customer or installer location. Following the receipt of the replacement inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter if it's required by Hoymiles. Hoymiles will supply all labels, documentation and freight details for the return of the allegedly faulty inverter. Hoymiles reserves all rights to collect all allegedly faulty inverters if it's necessary. A qualified installer must be available for the inverter exchange and re-commissioning.

### **6. Installer Responsibility**

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the Hoymiles Service Center in order to limit the return of non-faulty equipment. The Hoymiles Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further replacement unit, the installer must first contact the Hoymiles Service Center and fulfill the installer's responsibilities under Section 4 of this document.

During inspection by Hoymiles, if the allegedly faulty inverter is found by Hoymiles to be ineligible for exchange under this policy, the installer must provide proof of a valid warranty for the inverter, a correctly issued, and a valid case number for the inverter (as provided by the Hoymiles Service Center). In all instances, the installer must send the required items to Hoymiles local warehouse or warehouse of local distributors.

### **7. Inspection Charge for Inverters Not Found Defective**

If an allegedly faulty Inverter is returned to Hoymiles pursuant to this Policy, and is found by Hoymiles to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, Hoymiles reserve the right to apply a flat-rate inspection charge of USD100 (outside of Europe) or EUR100 (Europe) per unit, plus shipping and packaging costs.

### **8. Inverter Replacement Procedure**

Hoymiles must be provided with the relevant documentation as shown in Section 4. This

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procedure must be followed for a warranty claim to be applicable under this Exchange Program.

- a) The installer must contact the Hoymiles Service Centre and supply the required information as shown in Section 4. As outlined in Section 6, the installer will liaise with Hoymiles Service Centre to try and find a solution without the need to exchange the inverter.
- b) If the inverter is deemed faulty and is eligible for the Exchange Program, Hoymiles will raise and create a case number for the inverter and communicate this with the installer.
- c) Hoymiles will dispatch a replacement inverter within 3 working days of the case number being created. The inverter will be shipped to the specified customer or installer location at Hoymiles' cost.
- d) The installer will install the replacement inverter and use the packaging to repack the faulty inverter.
- e) For the faulty inverter that required returned by Hoymiles, Hoymiles will cover the costs of collection and shipment of the faulty inverter back to Hoymiles as detailed in Section 5, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty inverter is not returned within 10 working days from receiving the replacement inverter, Hoymiles reserve the right to invoice the relevant installer/distributor for the cost of the inverter.
- f) In Terms of missing defective inverter that is required return by Hoymiles, Hoymiles reserve the right to invoice the relevant installer/distributor with the value of 80% of FOB price.

## **9. Warranty Extension**

The Hoymiles inverter range is eligible for a warranty extension (for inverter only) of 156 months (taking the maximum warranty period to 25 years from the point of commissioning). The warranty extension is available for purchase up to 36 months from the commissioning date of the inverter. To request for the warranty extension, please contact [service@hoymiles.com](mailto:service@hoymiles.com) for more details.

Please make sure the maximum PV input power is exceeding no more than 1.35 times of the microinverter rated power, or, the microinverter in system will be no longer valid for warranty extension (will only covered by basic warranty terms – 12 years).

## **10. Consumer Laws**

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer 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. The benefits to the consumer



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given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

#### **11. Hoymiles Contact**

Address: No.18 Kangjing Road, Hangzhou 310015, P.R.China

Tel: +86 571 2805 6101

Email: [Service@hoymiles.com](mailto:Service@hoymiles.com)

Website: [www.hoymiles.com](http://www.hoymiles.com)