

SRNE Series Product Quality Assurance and After-sales Service Agreement

I. General Provisions

1. Products to which this clause applies: SRNE Solar Charge Controller, Solar Charge All-in-one Solar Charger Inverter, energy storage systems and supporting product data collectors, Bluetooth modules, external displays and accessories such as cables and connectors;

2. The after-sales service provided by SRNE mainly includes:

- (1) Guidance on the product installation (video guidance may be arranged);
- (2) Guidance on the product commissioning (video guidance may be arranged);
- (3) Repair and exchange of products (spare machine may be adopted);
- (4) Answering customers' questions about products during the use;
- (5) Technical training (video or remote training may be arranged).

3. SRNE will choose the best treatment method according to the actual situation of the project, so as to provide customers with high-quality after-sales service;

4. When domestic customers sell SRNE series products and supporting products to foreign countries, SRNE will only provide perfect after-sales service to domestic customers based on the terms of after-sales service;

5. Warranty certificate: The serial number (S/N) on the product is used as certificate of the warranty period, which is calculated from the date of delivery. The customers must properly keep the standard invoice issued by the National Taxation Administration or its copy for the purchase of the products, and may be required to present the above vouchers as the warranty basis during maintenance.

II. Product Installation and Commissioning

1. SRNE will, free of charge, provide remote guidance of product installation and commissioning, instruction manuals, videos and other materials related, and detailed and

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thoughtful answers to problems encountered by customers during product installation and commissioning;

2. Under the following circumstances, SRNE will dispatch technicians to the site at no charge for installation and commissioning:

(1) For strategic cooperative customers (SRNE cooperative customers) who have signed and commenced to perform strategic procurement agreements between both parties;

(2) When purchasing, it is clearly indicated in the contract or after-sales service terms signed by both parties;

(3) For customers who have submitted dispatch applications to and have been approved by SRNE.

3. SRNE technicians will only instruct by phone or email, and will not directly participate in product installation;

4. The assistance of SRNE technicians in commissioning is limited to the products of SRNE. Before commissioning, the environment where the products are located shall meet the installation requirements, and the product-related connections shall be correct and meet the conditions for commissioning. SRNE only provides technical consulting to guide customers to complete the preparatory work before on-site commissioning.

III. Product Warranty

1. SRNE series products and supporting products shall be used under the conditions specified in the *Product User Manual*. The standard warranty period of SRNE products are as follows:

Solar Charge Controller: 12 months for the PWM series; 36 months for the MPPT series;

Solar Charge Inverter: **18 months** for the IP20 series; 60 months for the IP65 series;

Solar Storage System: 36 months for energy storage inverters; **60 months** with for energy storage batteries with capacity $\geq 70\%$ of nominal value*;

The warranty period of all accessories are 12 months. If there is no other specification, the warranty period starts from the date of shipment from SRNE, which can be extended 3 more months for foreign trade customers;

2. If the products are confirmed to have quality problems by SRNE during the warranty period, SRNE will repair or replace the defective products (whole machine or parts) free of charge according to the actual situation. SRNE reserves the right to use the original or improved design when repairing or replacing defective products. The warranty period of the repaired or replaced products will continue the original warranty period;

3. Damage to the products caused by the following circumstances will not be covered by the product warranty:

(1) Internal or external damage to the products caused by improper use or unauthorized modification;

(2) Incorrect installation and operation, including but not limited to the use of the products under conditions other than those specified in the products and in violation of the *User Manual*;

(3) Artificial disassembly and assembly of casing or internal components of the products;

(4) Suffering from accidental or force majeure disasters such as fire, flood, corrosion, insect disaster, volcanic eruption, earthquake, tsunami or typhoon;

(5) Where external parameters like input and output voltage range or power supply, exceed the applicable range specified for the products;

(6) Damage caused by defects in other components of the system or products of other manufacturers;

(7) Where the original product identification (including trademark and serial number) is destroyed, altered or deleted artificially.

4. The warranty is limited to the exchange and repair of defective products, and does not cover the installation and disassembly of the products;

5. The sole and exclusive promise of the warranty is given by SRNE to the extent permitted by law and is expressly stated in lieu of all other express or implied representations, including but not limited to warranties of title, quality, merchantability, fitness for a particular purpose, infringement, and accuracy, completeness, and suitability of technical or other information provided in User Manuals or other product data. In no event shall SRNE be liable for any damages, including but not limited to, economic loss, civil liability, and personal or property damage of any kind, resulting from the failure of the customer to take timely action;

6. For any legally stipulated period of time applicable to the warranty of SRNE products, they are limited to the warranty period of the products.

7. For the reprocessed SRNE products after purchasing, no warranty will be provided. If there are special requirements, please follow up the terms of the sales agreement.

IV. Spare Machines and Spare Parts Kits

1. For Solar Charge Controller series products, SRNE provides the same 0.3% service spare machine according to the product model purchased by customer. If there is any failure greater than 0.5%, in order to solve the fault in time, SRNE technicians can apply for additional spare machines as the case may be. This series of products does not provide spare parts kits;

For Solar Charge Inverter series products, if there is any failure greater than 1%, in order to solve the fault in time, SRNE technicians can apply for additional spare machines and spare parts kits as the case may be;

For Solar Storage System series products, SRNE does not provide spare machine support.

2. Customers are obliged to manage and regularly check the service spare machines and parts. The replaced faulty machines or plates can be stored in the customer warehouse. Customers must contact the full-time technicians of SRNE for the treatment scheme of the replaced parts. The spare parts used are repaired or replaced in all cases where they are serviceable. If the spare machines and parts are unrepairable after being evaluated by SRNE

technicians, they shall be scrapped and supplemented with corresponding spare machines after being confirmed by SRNE.

V. Product Repair and Replacement

1. When a suspected defective product is found, please contact SRNE technicians first, who will respond within 24 hours and conduct remote assessment, and provide applicable treatment scheme within 48 hours. During such period, both parties shall maintain close and good communication. The customer shall provide accurate feedback of the relevant information required by SRNE technicians on site, and shall cooperate with them in simple commissioning operations if necessary. Without the permission and guidance of SRNE technicians, the customer shall bear the consequences of unauthorized handling;

2. If the failure cannot be eliminated on site, SRNE may authorize the customer to disassemble the defective product in writing or by email, etc., but the customer shall not disassemble the casing or internal components of the defective product. And the customer shall provide the following information to SRNE to facilitate relevant repair and exchange:

- (a) Model of the defective product
- (b) Serial number of the defective product
- (c) Specific description of the defective product
- (d) Address to receive the repaired or exchanged product

3. The customer shall not disassemble or repair the defective products to be returned without written authorization from SRNE;

4. In case of quality problems within the warranty period, SRNE will choose from the following methods to solve the problems according to the actual situation:

- (a) Provide answers and guidance or software upgrade remotely via the Internet;
- (b) Return the product to the factory for identification or repair;
- (c) Check or repair on-site;
- (d) Offer spare parts or complete set of products for on-site exchange.

VI. Product Packaging and Transportation

1. Customers must confirm whether the packaging of the products are intact when receiving the product, and shall promptly notify SRNE and refuse to accept the relevant products in case of any damage to the packaging. SRNE will not be held responsible for any damage to the products caused by broken packaging after the customer has signed the product;

2. All defective products authorized to be returned or exchanged must be transported in their original packaging or packaging with equivalent protection capabilities. Otherwise, the carrier shall be responsible for any damage to the products caused by transportation or freight companies;

3. For the defective products shipped to SRNE on site, the freight forwarder designated by SRNE or determined by both parties through negotiation shall be adopted, and SRNE shall only bear the non-urgent freight charges of the products, otherwise SRNE has the right to refuse to accept or require the consignor to bear relevant expenses;

4. Normal products after repair or exchange will be shipped by SRNE to the receiving location as designated by the customer using the shipping carrier designated by SRNE or determined by mutual agreement, with SRNE only bearing the freight charges for non-expedited products. Otherwise, SRNE has the right to refuse to ship or require the consignee to bear the related costs;

5. Repair and freight costs within the warranty period shall be borne by SRNE (**china freight costs only**), and these costs for products outside the warranty period shall be borne by customers;

6. Under any circumstances, including those expressly agreed upon by contract, etc., SRNE's maximum indemnity for losses incurred by the customer as a result of its liability shall not exceed the amount paid by the customer for the device.

VII. Miscellaneous

1. This Agreement shall take effect and be executed immediately after it is signed and sealed by the representatives of both parties and shall be valid for a long period of time during the period of cooperation between the two parties. Either party who proposes to terminate or amend this Agreement shall notify the other party two months in advance;

2. This Agreement is made in duplicate, with each party holding one copy;

3. Matters not covered by this Agreement and disputes arising outside this Agreement shall be subject to alternative solutions after consultation between the parties;

4. SRNE Solar Co., Ltd. has the final right of interpretation regarding the parts, technologies and solutions of SRNE products and supporting products.

For and on behalf of

SRNE Solar Co.,Ltd
深圳硕日新能源科技有限公司

SRNE Solar Co., Ltd.

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Authorized Signature(s)

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