Hoymiles Limited Warranty Terms & Conditions
All-in-One Product Series (Europe)

This policy governs the exchange program for the following Hoymiles products covered by warranty: HiOne Inverter, HiOne Battery, HiBox series, HiSwitch series, Smart Meter, DTS (Communication Module), and AC EV Charger (each referred to as a "Product" or collectively "Products"). 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 application of any Product not returned in accordance with this policy.

Warranty Applicability

This Limited Warranty applies exclusively to Hoymiles Products installed and operated in compliance with the technical specifications and certifications applicable in the intended destination country within the Europe region (hereinafter referred to as "Designated Markets"), as recorded in Hoymiles' official sales and shipping system.
Warranty eligibility shall be completely voided if the Product is:
(a) Subject to unauthorized cross-border relocation across different grid compliance jurisdictions or customs territories; or (b) Installed without compliance with the specific mandatory local grid codes of the actual installation country.

For any installation deviating from the intended destination country, warranty eligibility mandates prior written confirmation from Hoymiles validating the local technical certifications and applicability of this warranty.

1. Product Warranty

Hoymiles warrants that the covered Products will be free from defects in materials and workmanship under normal application, installation, use, and service conditions during the applicable Warranty Period. The Limited Product Warranty is valid solely for the applicable "Warranty Period" as defined in the table below, and is subject to the following terms and conditions:

1.1 Standard warranty period

Covered Product / Model*	Warranty Period (Years)
HiOne-8T/10T/12T/16T/20T-G3	10 years
HiOne-3.6S/4.6S/5S/6S/8S/10S/12S-G3	10 years
HiOne-6B-G3, HiOne-8B-G3	10 years
HiBox-63T-G3; HiBox-63T-G3-Pro; HiBox-100T-G3-Pro	5 years
HiBox-100S-G3; HiBox-100S-G3-Pro	5 years
HiSwitch-100S-G3; HiSwitch-63T-G3	2 years
DTS (Data Transfer Stick)	2 years
VAT-11/22-G2 (AC EV Charger)	3 years
Smart Meter (Meter-G3-Series)	3 years

1.2 Warranty Start Date

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The warranty period shall commence on the earlier date between the following: (i) 4 months from the date of shipment of the Product from Hoymiles; (ii) The installation date of the product.

*To update or verify a default warranty start date, a valid purchasing invoice or formal installation document is required. Upon Hoymiles' verification, the warranty will commence from the documented installation or purchase date. Unverified claims will default to the original system-calculated date.

1.3 Warranty Extension Options:

Customers may request an extended warranty by contacting their original seller, local distributor, or Hoymiles directly with valid proof of purchase and the product serial number. Eligibility and purchasing windows vary by product category:

- **Inverter and Battery:** Extension applications must be submitted within three (3) years of the original purchase date. Maximum extension periods and corresponding pricing are subject to separate sales quotations.
- **HiSwitch:** The standard two (2) year warranty is extendable up to a maximum total of five (5) years, provided the application is submitted within one (1) year of the original purchase date.

1.4 Connectivity Requirement:

To activate and maintain the full ten (10)-year limited warranty for the HiOne Series Products, each Product must remain continuously connected to the S-Miles Cloud platform. This connection is necessary to enable remote firmware updates and system performance monitoring. If a Product is disconnected from the S-Miles Cloud platform for a cumulative period exceeding one (1) year during the applicable warranty period, the warranty coverage for that Product will be adjusted and limited to five (5) years from the original Warranty Start Date. The cumulative disconnection period shall be determined based on the Product's recorded connection status in the S-Miles Cloud platform, subject to the applicable warranty terms and conditions.

2. Battery Performance Warranty

2.1 For a period of ten (10) years from the Warranty Start Date, Hoymiles warrants that the Battery System will maintain a Capacity Retention of not less than Seventy percent (70%) of the Designed Energy, or until the Granted Throughput Energy reaches the guaranteed limit, whichever occurs first.

2.2 The Usable Energy and Granted Throughput Energy for the battery model are set out in the table below:

Model No.	Designed Energy (kWh)	Usable Energy (kWh) (A)	Granted Throughput Energy (MWh) (B)
HiOne-6B-G3	6	5.85	19.21
HiOne-8B-G3;	8	7.8	25.623

(A) Usable Energy (kWh) is measured using the testing conditions and methods in Appendix A.

(B) In ten (10) years, the total yield energy calculated based on Usable Energy. This number is calculated based on the conditions: a constant ambient temperature of 25°C, the product's rated charging and discharging current, and an operating mode of one complete charge and discharge cycle per day on average.

3. Warranty Remedies

3.1 Upon validation of a covered defect during the warranty period, Hoymiles shall, at its sole discretion, provide one of the following remedies:

- Fix the issue through configuration changes, software updates, and part replacements when required.

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- Replace with a new or refurbished unit. If the original product type is no longer available, Hoymiles may 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 the existing system.
- A pro-rated refund calculated at Hoymiles' sole discretion, either based on the original purchase price depreciated over the applicable Warranty Period, or based on the actual residual value of the defective Product at the time of the warranty claim.

3.2 If Hoymiles repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or six (6) Months from the date Hoymiles dispatches the repaired unit or replacement, whichever is greater.

4. Scope of Covered Costs

4.1 Unless a special/unique agreement exists between Hoymiles and customers, this Limited Warranty exclusively covers the following costs associated with the aforementioned remedies:

- Hardware & Materials: Full costs of the replacement units or necessary spare parts.
- Shipping: Hoymiles shall cover the standard freight costs for shipping replacement parts or units to the distributor/installer and returning the allegedly defective unit to Hoymiles' designated warehouse (within the European region). This explicitly excludes any premium, expedited, or express freight services requested by the claiming party, as well as any unexpected import duties, value-added taxes (VAT), or customs clearance fees arising from shipments outside the European customs territory.
- Authorized On-site Labor: Labor costs for diagnosing, removing, repairing, and reinstalling the Product, strictly provided that such on-site services are performed by Hoymiles or a technical engineer explicitly authorized in writing by Hoymiles

4.2 Hoymiles requires prior written authorization for any on-site service, unless a separate written agreement regarding RMA labor compensation exists between Hoymiles and the claiming party. Consequently, Hoymiles shall not be liable for any costs arising from unauthorized on-site services, troubleshooting, or product replacements conducted by the distributor, installer, or any third-party. This exclusion encompasses, but is not limited to: Labor costs of the distributor's or installer's own employees; Unauthorized transportation, inspection, or customs fees; Travel and accommodation expenses; Fees for any third parties not authorized by Hoymiles; Extraordinary costs required for safe site access (e.g., scaffolding or lift equipment fees for sloped rooftops).

4.3 However, this exclusion requiring prior written authorization shall not apply to emergency safety interventions (such as the immediate disconnection or removal of the Product) performed by certified professionals when strictly required by local authorities, grid operators, or emergency services to prevent imminent safety hazards, fire risks, or property damage.

5. Claim and RMA Procedure

5.1 How to Obtain Warranty Service:

- **For End-Users:** If you encounter any warranty-related issues, please contact your original installer initially for site inspection and troubleshooting.
- **For Installers / Distributors:** Qualified installers or distributors must submit warranty claims directly to Hoymiles via service@hoymiles.com or the Hoymiles Support Portal, strictly following the Claim and RMA Procedure defined in this document.
- If the original installation company or distributor has ceased trading, declared bankruptcy, or is otherwise unreachable, the end-user must contact another suitably qualified and licensed professional to arrange on-

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site service and facilitate the warranty claim with Hoymiles.

5.2 The claiming party must submit a service ticket via service@hoymiles.com or Hoymiles Support Portal: (https://www.hoymiles.com/contact-us.html) within 30 days of fault discovery. To facilitate initial remote diagnosis and troubleshooting, the following documentation must be provided:

- **Product Information:** Product model, serial number, failure code, and a comprehensive written failure description.
- **Proof of Purchase:** A copy of the original commercial invoice or valid proof of purchase.
- **Diagnostic Evidence:** Clear photos or videos demonstrating the malfunction, alongside relevant system logs or diagnostic data exported from the monitoring platform.

*Hoymiles reserves the right to request further information or reject the claim if the provided evidence is inadequate.

5.2 If remote troubleshooting fails and hardware replacement is deemed necessary, Hoymiles will issue an RMA number and ship a replacement product to the designated location at its own expense. The distributor or claiming party must utilize a qualified and licensed professional to replace the faulty unit in strict accordance with local electrical regulations and safety standards.

5.3 If Hoymiles requests to return the allegedly defective device, the claiming party must place the defective device into the original shipping container or other packaging that is equally protective of the product. Hoymiles will cover standard collection and return shipping costs. If Hoymiles determines that the Defective Product such as a battery that is unsafe to ship, Hoymiles will instruct the Claimant to safely dispose of the Defective Product locally in compliance with all applicable hazardous materials regulations. Hoymiles will cover the customary and reasonable costs of such local disposal, subject to Hoymiles's prior written authorization and receipt of a valid invoice and certificate of destruction.

5.4 If the required faulty product is missing or not returned to Hoymiles within 25 working days of receiving the replacement, Hoymiles reserves the right to invoice the relevant distributor or installer for the current equivalent cost of the replacement product.

5.5 If a returned Product is found free of defects or is not covered by this warranty, Hoymiles reserves the right to charge the claiming party for associated inspection and shipping costs.

6. General Warranty Exclusions

Claims relate to defects that are caused by the following factors are not covered by Hoymiles' 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;
c) Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the Quick Installation Guide and User 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 change to the original identification marks or Quick Installation Guide;
h) Unauthorized repair attempts;
i) Unauthorized removal and reinstallation;
j) Normal wear on appearance, including cosmetic or superficial defects, dents, marks, or scratches, that do not affect the proper functioning of the Product;
k) Damage caused by defects of other components in the solar power system;

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l) Product purchased from an unauthorized dealer, distributor, or reseller;
m) The original identification marks (including trademark and serial number) of the Product have been defaced, altered, or removed;
n) Operational failures result from extreme environmental factors beyond Product specifications;
o) Failure to provide necessary operational data and system logs required by Hoymiles for fault diagnosis and root cause analysis.

7. Battery Warranty Conditions

This Battery Warranty is subject to the following conditions:

a) The battery system shall be installed by a certified battery installer and the Installation Guide shall be strictly adhered to;
b) The purchaser shall operate and use the battery system in accordance with the User Manual;
c) Proof of the original purchase of the battery system must be provided by the purchaser;
d) To prevent deep discharge degradation, it is strongly recommended that the Battery System be installed and commissioned within six (6) months from the date of shipment from Hoymiles. If the Battery System cannot be installed within this six (6) month period, the Customer or installer must perform periodic maintenance charging in compliance with the storage instructions detailed in the User Manual, or contact Hoymiles technical support for getting maintenance plan.
e) The ambient temperature shall be between -20°C and 55°C. High ambient temperatures (above 45°C) will cause power derating of the inverter. It is recommended to install the products in a location protected from direct sunlight or adverse weather conditions such as snow, rain, or lightning. The Products shall be stored and installed strictly according to the Storage Requirements specified in the User Manual and Installation Guide.
f) This Warranty covers a capacity equivalent to one (1) full cycle per day. The products are not suitable for supplying life-sustaining medical products or automotive applications;
g) All Battery Systems require continuous internet connectivity system monitoring and remote firmware updates.

8. Limitations of Liability

8.1 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY CONSTITUTES THE SOLE AND EXCLUSIVE REMEDY FOR CLAIMS AGAINST HOYMILES IN RESPECT TO DEFECTIVE OR NON-CONFORMING PRODUCTS, AND SETS FORTH HOYMILES' SOLE OBLIGATIONS AND THE EXCLUSIVE REMEDIES AVAILABLE TO THE PURCHASER. IT SUPERSEDES 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 FITNESS FOR A PARTICULAR PURPOSE. WHERE APPLICABLE LAWS STRICTLY PROHIBIT THE TOTAL EXCLUSION OF IMPLIED WARRANTIES, THE DURATION OF SUCH IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. ALL OTHER OBLIGATIONS OR LIABILITIES OF HOYMILES ARE EXPRESSLY EXCLUDED AND DISCLAIMED.

8.2 SUBJECT TO MANDATORY STATUTORY CONSUMER RIGHTS IN YOUR LOCAL JURISDICTION, IN NO EVENT SHALL HOYMILES, ITS AFFILIATES, EMPLOYEES, SUBCONTRACTORS OR SUPPLIERS BE LIABLE FOR ANY SPECIAL, COLLATERAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF GOODWILL, LOSS OF PROFITS, LOSS OF REVENUES, LOSS OF DATA, LOSS OF PRODUCTION, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT / FACILITIES / SERVICES / REPLACEMENT POWER, DOWNTIME COSTS, OR THIRD-PARTY CLAIMS FOR SUCH DAMAGES, EVEN IF

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HOYMILES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ADDITIONALLY, UNLESS EXPRESSLY MANDATED OTHERWISE BY LOCAL APPLICABLE LAWS, HOYMILES EXCLUDES LIABILITY FOR: (a) costs associated with the removal of faulty products, installation of replacements, or troubleshooting of customer electrical systems; (b) any parts or equipment not manufactured by Hoymiles (which remain subject solely to their respective manufacturer's warranty); and (c) any obligations if the total purchase price for the goods has not been paid in full by the due date.

8.3 Hoymiles shall remain liable for reasonable and proven direct damages arising directly from a defective product, strictly within the scope of this Warranty. Such liability includes repair or replacement costs of the affected equipment, warranty-covered materials (e.g., replacement parts), associated transportation fees for replacement parts or defective parts (for Hoymiles' collection), and on-site labor costs for Hoymiles Technicians performing repair or replacement services. Hoymiles' aggregate liability for any claims and costs under this Warranty shall not exceed the original purchase price paid for the specific product giving rise to the claim. Nothing in this warranty shall limit or exclude Hoymiles's liability for gross negligence, wilful misconduct, or for death or personal injury, or any other liability that cannot be legally limited or excluded under applicable compulsory laws.

9. Statutory Consumer Rights

This Limited Warranty is a voluntary, commercial warranty provided by Hoymiles. It is provided in addition to, and does not limit, prejudice, or affect the statutory rights you have under applicable national laws governing the sale of consumer goods (including but not limited to the EU Directive 2019/771 and the UK Consumer Rights Act 2015). Under these laws, you have statutory rights against the seller of the product regarding product defects or non-conformity, which are available to you free of charge. This Limited Warranty does not affect those rights.

10. Severability.

If any provision of this Limited Warranty is held by a court or other tribunal of competent jurisdiction to be invalid, illegal, or unenforceable, such provision shall be enforced to the maximum extent permissible so as to effect the intent of the parties, and the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

11. Customer Support Contact Information

For warranty claim or technical support please contact our service center:
Hoymiles Power Electronics B.V.
Address: High Tech Campus 9, Unit BK3.28, 5656AE Eindhoven, the Netherlands
Netherlands hotline: +31 85 273 6388
Germany hotline: +49 69 94322186
France hotline: +33 1 59 13 15 89
Poland hotline: +48 732 125 887
Email: service.eu@hoymiles.com

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Appendix A

Usable Energy Test Standard:
This value is measured at the beginning of life under the following conditions: 100% depth of discharge, 0.2 C charge/ discharge rate at 25±2°C.

Charge / Discharge method

1. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically.
2. Place the battery aside for 30 mins.
3. Charge the battery at the rated charge until it reaches the charge cut-off voltage or enters self-protection mode automatically.
4. Place the battery aside for 30 mins.
5. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically. Calculate the usable capacity of the battery. During this discharge, continuously monitor the current to ensure it remains at the rated discharge current (If constant current discharge is specified.)

Battery Usable Energy Calculation formula:

$$E = \int_{t=0} I * U * T$$

E: Usable Energy
T: Discharge Time
I: Discharge Current
U: Real-time Voltage

6. Charge the battery at the rated charge current until it reaches the charge cut-off voltage or enters self-protection mode automatically.

Note: For the battery's charge and discharge current and voltage operating ranges, please refer to the corresponding Product Specification Sheet.

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