

北京合康新能变频技术有限公司

Hiconics Eco-energy Drive Technology Co., Ltd.

Add.: No.3 Boxing 2nd Road, Economic and Technological Development Zone,
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Tel: +86 010-59180033 E-mail: hiconics_service@midea.com

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HICONICS Limited Warranty for Balcony Solar Product

OVERVIEW

HICONICS ECO-ENERGY DRIVE TECHNOLOGY Co., Ltd. (hereinafter referred to as HICONICS) warrants that:

This warranty only applies to the original purchaser of the product and is non-transferable, meantime subject to the exclusions and limitations set out below, the inverter, PV module and accessory product HICONICS provides shall be in good working order during the warranty period, subject to the table below:

Product	Model	Warranty Period (years)
Micro Inverter	MH-MCIV0.8-SN	10
Crystalline Silicon PV Module		12
Flexible PV Module		10
PV Bracket		2

The starting date of the warranty period is starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 6 months after the date of production.

HOW TO MAKE A CLAIM UNDER THE HICONICS LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the product for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by sending an email to HICONICS aftersales center via **hiconics_service@midea.com**.

Please note, in order to deliver a friendly and timely service, HICONICS is cooperating with many of our distributors and installers all for different markets. As such, please treat them as the default service channel of HICONICS and use these service channels to make your warranty claim; HICONICS will support and audit our service channel to ensure that we deliver a good service to our customers.

Please prepare the following information as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial

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number(s), installation date and failure date. Please make the claim within one month from the failure date, otherwise HICONICS will treat it as you have waived the right to make a warranty claim.

3. Installation information, including brand, model, and number of PV panels.
4. Error message on LED screen (if applicable) and additional information regarding the fault/error.
5. Commissioning report of the PV plant, according to local regulations.
6. Description of actions before the failure and detailed information of previous claims (if applicable).

HICONICS may arrange an on-site inspection to find out the cause of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from HICONICS or an authorized third-party partner. HICONICS reserves the right not to enter the site should the HICONICS technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, HICONICS may, at its sole discretion, either:

1. Fix the issue by changing configurations or updating software; or
2. Repair the product by replacing with spare parts; or
3. Replace the product with a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the product is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every single product replacement case, the claimant must gather the necessary information, prior to the product being replaced.

All parts of the product or other equipment that replaced by HICONICS shall become HICONICS' property. If the product is found not to be covered by this Warranty, HICONICS reserves the right to charge a handling fee. When repairing or replacing the product, HICONICS may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

During the period of HICONICS limited warranty which should contain the cost of hardware material required to get the functioning again. And for transportation costs, HICONICS will cover the outbound transportation costs of the replacement or repaired unit. The claimant must organize and bear the cost of the return of the allegedly defective product to HICONICS and should confirm with HICONICS for the shipment schedule in

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advance. As products need to be packaged in a reasonable condition and using carton box, HICONICS suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, HICONICS will invoice the claimant for the replacement unit in addition to the delivery and associated service charges. In cases where HICONICS provides replacement for customers, HICONICS will not be responsible for the extra costs, including but not limited to direct and indirect labor costs of inverter owner, installer or any third-party, on-site labor costs, taxes and duties, which will not be covered by this limited warranty.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the external system, or loss of electrical power generated during the product downtime are NOT covered by the HICONICS limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by HICONICS' limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of inverters).
2. Any defects that occur when the limited warranty period has expired.
3. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
4. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
5. External surge, overvoltage or condition which causes inverter to fail and damage external SPD.
6. Vandalism, engraving, labels, irreversible marking or contamination or theft.
7. Violation of the original equipment warranty seal without written authorization from HICONICS.
8. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
9. Faults or damage caused by other factors not related to product quality issues.
10. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without HICONICS's written confirmation/approval prior to the installation.
11. Accidents and external influences.
12. Product failure is not reported to HICONICS within one month of appearance.
13. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, HICONICS is going to provide service of remote upgrades of firmware to improve the performance of our products. HICONICS strongly recommends the customer connect

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the HICONICS products to our Solarman Platform (you can download it through your phone and control it by the APP) or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that HICONICS is unable to perform the remote upgrade due to the customer's failure to provide HICONICS with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risks and HICONICS Standard Limited Warranty may not apply.

OUT-OF-WARRANTY CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period, but which are listed in the warranty exceptions above, are known by HICONICS as out-of-warranty cases. For all out-of-warranty cases, HICONICS may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to HICONICS or/and repaired products are sent from HICONICS to the user.

LIMITATION OF HICONICS' LIABILITY

It is the end user's sole and exclusive remedy against HICONICS and HICONICS' sole and exclusive liability in respect of defects in product. This limited warranty replaces all other HICONICS warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and were permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), HICONICS does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, HICONICS's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of HICONICS or in case of death or personal injury resulting from HICONICS's proven negligence.