

# Product Quality Assurance Terms and Conditions

## 1.Scope of Quality Assurance Terms

These quality assurance terms and conditions apply to the microinverter produced and sold by Hangzhou Hailiang New Energy Technology Co., Ltd. under the MOCOWINI brand. Users and authorized partners seeking to participate in the product quality assurance program must comply with the procedures and requirements outlined in this document. Hangzhou Hailiang New Energy Technology Co., Ltd. reserves the right to any reject quality assurance applications that do not adhere to the framework specified in this document.

*Note: This quality assurance policy is exclusively applicable to products manufactured and sold by Hangzhou Hailiang New Energy Technology Co., Ltd. under the MOCOWINI brand. For any accessories or additional equipment provided with the by product Hangzhou Hailiang New Energy Technology Co., Ltd., please refer to the warranty terms provided by their respective manufacturers.*

## 2.Quality Assurance Period

Hangzhou Hailiang New Energy Technology Co., Ltd. warrants that its products, when used under normal operating conditions as detailed in the product user manual, are capable of withstanding normal working conditions. Hangzhou Hailiang New Energy Technology Co., Ltd. offers a limited quality assurance service for micro photovoltaic inverter products for a period of 10 years. The quality assurance period begins on the earlier of the following two dates: 3 months from the product shipment date or the product installation activation date.

## 3.Product Warranty Ownership

The product warranty is only valid for the original purchaser of Hangzhou Hailiang New Energy Technology Co., Ltd. products and requires installation by qualified professionals recognized or authorized by Hangzhou Hailiang New Energy Technology Co., Ltd. The warranty policy will be invalidated for products purchased through unauthorized sales channels or installed by personnel not recognized or authorized by Hangzhou Hailiang New Energy Technology Co., Ltd.

To transfer the warranty ownership, the following conditions must be met:

- a.The product must be installed by qualified professionals recognized or authorized by Hangzhou Hailiang New Energy Technology Co., Ltd.
- b.The product must remain installed in its original position.

Under these conditions, the product's warranty ownership can be transferred. To proceed with the transfer, please send an authorized email to [service@mocowini.com](mailto:service@mocowini.com). Include the information of the original warranty owner and the new grantee. The transfer is complete upon confirmation by Hangzhou Hailiang New Energy Technology Co., Ltd.

## 4.Product Defect Determination

Inspection upon Receipt: Upon receipt of the product, the purchaser shall immediately conduct a proper inspection and notify Hangzhou Hailiang New Energy Technology Co., Ltd. in writing. If the purchaser fails to send a written notice to Hangzhou Hailiang New Energy Technology Co., Ltd. within **fifteen (15) calendar days** after receiving the product, it shall be deemed that the product is intact and meets the purchaser's requirements.

Defect Determination: If the products cannot be used normally due to defects in products, materials, and workmanship, and Hangzhou Hailiang New Energy Technology Co., Ltd. confirms the existence of such defects upon inspection, the products shall be identified as defective.

## 5.Product Warranty Responsibility

Defects caused by the following factors are not within the warranty scope of Hangzhou Hailiang New Energy Technology Co., Ltd:

- a. Force majeure (including but not limited to storm damage, lightning strike, overvoltage, fire, hailstorm, flood; social factors such as war, civil unrest, government intervention, strike, lock-out, market conditions, etc.);
- b. Improper or non-compliant use;
- c. Improper installation, commissioning, start-up or operation (violating the detailed instructions in the "Quick Installation Guide" and "User Manual" provided with the product);
- d. Inadequate ventilation and airflow causing poor heat dissipation and natural ventilation;
- e. Installation in a corrosive environment;
- f. Damage during transportation;
- g. Unauthorized modification of original identification marks or "Quick Installation Guide";
- h. Attempted unauthorized repair;
- i. Unauthorized disassembly and reinstallation;
- j. Normal external wear and tear, appearance or surface defects, dents, marks or scratches that do not affect the normal function of the product;
- k. Defects that do not affect power generation two years after the warranty effective date, including but not limited to LED indicator light failures;
- l. Damage caused by defects in other components of the solar power generation system;
- m. Products purchased from unauthorized dealers, distributors or retailers;
- n. Products whose original identification marks (including trademark and serial number) are damaged, altered or removed.

## 6.Limited Warranty Responsibility

The limited warranty liability of Hangzhou Hailiang New Energy Technology Co., Ltd. shall not cover the costs related to the removal of defective products, installation of replacement products, or troubleshooting of the customer's electrical system. Moreover, the

scope of the limited warranty shall not exceed the original cost of the products of Hangzhou Hailiang New Energy Technology Co., Ltd.

Claims made by the purchaser that exceed the scope of this warranty shall not be covered under this warranty if Hangzhou Hailiang New Energy Technology Co., Ltd. bears no legal liability. In such cases, please contact the company from which the products were purchased. However, the ultimate legal rights regarding product liability shall remain unaffected.

If the total payment for the goods has not been made before the payment deadline, Hangzhou Hailiang New Energy Technology Co., Ltd. shall bear no responsibility under this warranty (or any other warranty terms or guarantees).

If the entire batch of products is replaced within the warranty period and the remaining warranty period is greater than or equal to 90 days (calculated from the date when Hangzhou Hailiang New Energy Technology Co., Ltd. receives the complaint), the remaining warranty period will be transferred to the replaced products. If the remaining warranty period is less than 90 days, the replacement product will be covered by a 90-day warranty from the date when Hangzhou Hailiang New Energy Technology Co., Ltd. ships the replacement/repair product. If the product is replaced or repaired under this warranty, the replaced or repaired product will enjoy the remaining warranty period of the defective product.

Under no circumstances shall Hangzhou Hailiang New Energy Technology Co., Ltd. be liable for any special, indirect, incidental, punitive, consequential or exemplary damages, even if Hangzhou Hailiang New Energy Technology Co., Ltd. has been informed of the possibility of such damages. Excluded damages include but are not limited to loss of goodwill, loss of profits or income, and loss of business opportunities. For the avoidance of doubt, nothing in this clause or this agreement shall exclude or limit any liability that cannot be excluded or limited under applicable law.

## 7.Product Replacement

Any microinverter eligible for replacement within the warranty period may be exchanged for a new or refurbished micro-inverter in accordance with the terms and conditions detailed in this document.

When initiating a product replacement request, please provide the following information and documents:

Microinverter Information:

- a.Product model
- b.Product serial number
- c. Fault description

Documents include:

- a.Copy of the original purchase invoice
- b.Detailed information of the entire system (e.g., system schematic)

c.Previous claim/replacement document records (if applicable)

Hangzhou Hailiang New Energy Technology reserves the right to reject any replacement request if sufficient information is not provided.

To apply for a micro-inverter replacement, you must contact the Hangzhou Hailiang New Energy Technology Co., Ltd. Service Center

## 8. RMA Case Number

After receiving all the required information listed in Article 7, the after-sales service staff of Hangzhou Hailiang New Energy Technology Co., Ltd. will remotely assist and try to resolve the issue. If it cannot be resolved, Hangzhou Hailiang New Energy Technology Co., Ltd. will allocate a unique RMA case number for the customer. This number must be used for all communications regarding the replacement. Hangzhou Hailiang New Energy Technology Co., Ltd. will process and dispatch the replaced inverter **within 3 working days**, and transport the inverter to the designated location or the location of the installer. After receiving the replacement micro-inverter, the customer or the installer must return the defective micro-inverter to Hangzhou Hailiang New Energy Technology Co., Ltd. using the same packaging materials as those used for the replacement micro-inverter, in accordance with the company's requirements. The replacement of the micro-inverter and the re-commissioning must be carried out in the presence of an installer recognized or authorized by Hangzhou Hailiang New Energy Technology Co., Ltd.

## 9. Installer Responsibilities

When equipment malfunctions or problems occur, the installer is responsible for directly cooperating with Hangzhou Hailiang New Energy Technology Co., Ltd. to avoid returning non-defective equipment. Hangzhou Hailiang New Energy Technology Co., Ltd. will work with the installer to resolve malfunctions or fault information through telephone support or direct computer connections.

*Note: To be eligible for further equipment replacement, the installer must first contact the Hangzhou Hailiang New Energy Technology Co., Ltd. Service Center and fulfill the responsibilities outlined in this article.*

During the remote technical support process by Hangzhou Hailiang New Energy Technology Co., Ltd., if the allegedly defective micro-inverter does not meet the replacement criteria specified in this policy, the company reserves the right to suspend or terminate the warranty and warranty services for the allegedly defective microinverter.

## 10. Inspection Fees for Microinverter with No Defects

If, according to this policy, the returned allegedly defective microinverter is found, after inspection by Hangzhou Hailiang New Energy Technology Co., Ltd. to have no defects that meet the replacement criteria specified in this policy, or if the liability limitation clause described in Article 5 of this document applies, Hangzhou Hailiang New Energy Technology Co., Ltd. reserves the right to charge the actual inspection fees incurred, plus transportation

and packaging costs. The specific amounts will be determined based on the actual circumstances.

## 11. Product Replacement Procedure

The product replacement applicant must provide Hangzhou Hailiang New Energy Technology Co., Ltd. with the relevant documents listed in Article 7. Only the warranty submitted in accordance with this procedure is applicable to the replacement plan.

- a. The installer must contact the Hangzhou Hailiang New Energy Technology Co., Ltd. Service Center and provide the required information listed in Article 7. As stated in Article 8, the installer will contact Hangzhou Hailiang New Energy Technology Co., Ltd. to explore solutions other than replacement.
- b. If the micro-inverter is deemed defective and meets the replacement plan criteria, Hangzhou Hailiang New Energy Technology Co., Ltd. will create an RMA case number for the micro-inverter and notify the installer.
- c. Hangzhou Hailiang New Energy Technology Co., Ltd. will dispatch the replacement micro-inverter **within 3 working days** after creating the RMA case number. The micro-inverter will be shipped at the company's expense to the designated customer or installer location.
- d. The installer will install the replacement microinverter and repackage the defective one using the original packaging.
- e. For defective microinverters required to be returned by Hangzhou Hailiang New Energy Technology Co., Ltd, the company will bear the inspection and transportation costs outlined in **Article 10**, while the purchaser is responsible for any applicable taxes. The customer or installer must assist with the shipping process. If the required defective microinverter is not returned within 10 working days of receiving the replacement, Hangzhou Hailiang New Energy Technology Co., Ltd. reserves the right to charge the relevant personnel for the microinverter.

## 11. Contact Information for Hangzhou Hailiang New Energy Technology Co., Ltd.

Company Address: Room 512, Building 1, Hengsheng Building, No. 3588 Jiangnan Avenue, Binjiang District, Hangzhou City, Zhejiang Province, China

Telephone: 0571-86959319

Website: WWW.MOCOWINI.COM

Service Email: service@mocowini.com