# Shanghai Chint Power Systems Co., LTD. ("CPS") Limited Product Warranty

**The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are several factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purposes only and constitutes neither an offer nor an acceptance. CPS may change the information at any time without notice.**

**In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and CPS, the terms in the sales contracts shall prevail.**

## 1 Applicable Product Models

1.1 This document is applicable to CPS utility-scale PV products sold to customers other than a network operator, including Inverter, Prefabricated Medium Voltage Station (PMVS), Smart Communication Unit (SCU).

1.2 The warranty is only applicable in the country or region where the Buyer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Buyer can choose to purchase the warranty service, but an audit procedure such as a product inspection must be performed before the Buyer signs for the warranty service.

1.3 The warranty cannot be transferred to another Buyer and is provided only for the original Buyer of the product.

1.4 The warranty must comply with local laws or other applicable regulations

1.5 The service scope is subject to the equipment actually purchased by the Buyer.

1.6 CPS may modify the warranty content. The Buyer may visit https://en.chintpower.com/service/index/cid/10004.html#download to obtain the latest updates.

## 2 Warranty Scope

### 2.1 Warranty Period Start Date:

1. The warranty shall commence on the earlier of (i) ninety (90) days after the date of shipment, or (ii) the date of system installation and commissioning, whichever occurs first. The actual warranty start date shall be subject to the terms set out in the contract.
2. If the customer/partner requires a different start date, for example PAC, the warranty start date shall not be later than the 180th day after the shipment date.
3. The warranty conditions defined in this document are only applicable to products provided by CPS, but not to any third-party products or products that are not supplied by CPS.
4. The actual warranty start date shall be subject to the terms set out in the contract.

Ps: USA and Brazil market no including, please consult the local CPS sales team.

### 2.2 Product Warranty Period

| Service Category | Service Strategy | Delivery Strategy |
|---|---|---|
| Technical guidance | Remote technical guidance services are provided. | CPS Service Team + Partners |

| Service Category | Service Strategy | Delivery Strategy |
|---|---|---|
| Warranty | For Inverter:<br>The global strategy is consistent. By default, a warranty period of **5 years** is provided.<br>For PVMS, SCU:<br>The global strategy is consistent. By default, a warranty period of **2 years** is provided. | |

NOTE

1. The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or purchase order (PO).
2. The spare parts of the inverter are replaced by parts replacement, which does not affect the warranty period of the entire system.

### 2.3 Extended warranty

Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with CPS. The extended warranty period and price depend on the storage/operating conditions. The Buyer may consult CPS local service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.

### 2.4 Release of liability

1. Upon the expiry of the warranty period specified in the service contract, CPS shall provide limited service or support to the related products or software and shall be exempted from any legal and compensation liabilities.
2. The warranty is only applicable in the country or region where the Buyer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Buyer can choose to purchase the warranty service, but an audit procedure such as a product inspection must be performed before the Buyer signs for the warranty service. The warranty cannot be transferred to another Buyer and is provided only for the original Buyer of the product.
3. The warranty conditions defined in this document are only applicable to products provided by CPS, but not to any third-party products or products that are not supplied by CPS.
   The following auxiliary products and mechanical parts are not covered by the warranty.

| Type | Description |
|---|---|
| Consumable and accessory | Including but not limited to cables, emergency light bulbs, door frame sealing strips, door padlocks, extinguishants, fuses, lead-acid batteries for fire suppression, and uninterruptible power systems (UPSs), documents, product accessories, installation accessories, and tools (handling lifting fitting bag, PV connector unlocking tool, SPD insertion and removal tool, and PV USB adapter), smart Flex Gateway, fitting bag for the specified product version, fitting bag for fiber ring switching, antenna spare parts, power cable fitting bag for the Datalogger, onsite replacement fitting bag for the external fan, SIM card, power connector, terminal block, product connector, and surge protective product |

| | |
|---|---|
| | (SPD). |
| Cabinet and Mechanical part | Including but not limited to battery racks, mechanical parts (DC cable protection box component and inverter mounting bracket), Y-branch connector |

### 2.5 Standard Warranty Services

1. During the standard warranty period, CPS shall provide spare parts, remote technical support, remote troubleshooting, and remote software update guidance. The onsite service is not included. The Buyer can purchase additional onsite services, while the availability and price vary by country. Unless otherwise stipulated in the service contract, the contents of extended warranty service shall be the same as those covered in the standard warranty service.
2. Beyond the warranty period and extended warranty period, CPS will be limited provides hardware support, remote troubleshooting, or remote software updates, and the Buyer cannot purchase onsite services. Only limited remote support services are available.

| Service | SLA Description |
|---|---|
| Hotline service | 9x5 |
| Remote troubleshooting | 9x5 |
| Spare part replacement | For Inverter and SCU spare parts replacement, the below options could be applied according to local logistic conditions vary by country:<br>a) CPS shall send the spare parts to mutually be agreed customer sites, ship within ten business days after RMA information confirmed. or<br>b) The Buyer shall pick up the spare part from CPS local warehouse. or<br>c) The spare parts are shipped from the original manufacturer in China, but CPS does not commit to the lead time of delivery.<br><br>For PMVS, the below options could be applied according to local logistic conditions vary by country:<br>a) The Buyer may purchase and store the replacement product at the project site (recommended). Or<br>b) The replacement product is shipped from the original manufacturer in China, but CPS does not commit to any SLA.<br>For spare parts for dangerous goods, please consult CPS local service team. |

NOTE

1. The warranty does not include onsite services, which need to be purchased separately.
2. If the Buyer does not provide the address information in time or the address information provided is incorrect, the service response and troubleshooting may be delayed.

## 3 Warranty Period Description

### 3.1 Remote Support Service

Remote support means that CPS provides technical consultation or troubleshooting solutions for CPS products by phone or email. It includes hotline and remote technical support.

**Hotline**

Hotline is a telephonic service interface and platform for receiving and tracking service requests of the Buyer.

Hotline: https://en.chintpower.com/service/index.html#network

Service email: https://en.chintpower.com/service/index.html#network

**Remote Technical Support**

Remote technical support includes technical consultation and troubleshooting. Technical consultation service provides consultation on issues not related to product faults. Troubleshooting service provides the Buyer with solutions to fix problems within the period specified in the SLA.

### 3.2 Software Support Service

1. During the warranty period, CPS ensures that the product works properly. Nevertheless, CPS does not guarantee that the software will be error-free or run uninterruptedly.
2. CPS will provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the CPS Local Service Team. It is important to note that the software releases provided by CPS are intended to fix functional defects and do not offer new functions and/or features.
3. Each software release shall be valid for 3.5 years from its release date. After the validity period, CPS does not provide troubleshooting and fixing services to such software release. Before the expiry of the validity period, the Buyer needs to update to the newer software release.
4. If the Buyer does not update to the newer software release when CPS note, it is deemed that the Buyer waives the right to software updates. CPS will not be responsible for any issues related to the old software release arising in such cases.

### 3.3 Hardware Support Service

1. CPS shall have the sole discretion to determine whether to repair or replace any defective Covered Product or part thereof. CPS provides functional replacement of all purchased hardware during the warranty period.
   a) CPS will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
   b) CPS will replace hardware for free if the hardware delivered by CPS is not compliant with the agreed specifications.
   c) CPS will, at its option, use new and/or like-new parts of equivalent or similar functions/features and compatibility (with default software version) in the repair or replacement.
   d) For inverters and SCU, either the entire product or only external fan parts can be replaced. CPS does not provide onsite hardware replacement services.
   e) For MPVS, spare parts will be replaced at the part-level. CPS does not provide onsite hardware replacement services.
   f) Auxiliary materials and mechanical parts are not covered by the warranty.
2. After confirming the return merchandise authorization (RMA), CPS shall send the replacement product/part to the agreed location. After receiving the replacement product/part, the Buyer shall return/ship the defective device, using the packaging of the replacement product/part, within 15 business days. The Buyer may issue an invoice to CPS for the transportation cost, which

shall be paid by CPS within 45 days or the time specified in other CPS service agreement upon receipt of the invoice. The onsite replacement shall be performed by the Buyer. If CPS has provided any replacement product/part in previous purchase orders, such product/part shall be used firstly as the replacement.

3. The warranty period of the replacement equipment is the same as that of the original equipment, unless otherwise required by the mandatory laws of the applicable jurisdiction.
4. The Buyer shall immediately report any nonconformity or defect in craftsmanship or material of the product, by sending the following information to CPS service platform:
   - A short description of the defect; including but not limited to input & output parameters,
   - Alarm ID, reason ID and data exported from the website or local collector;
   - Product serial number;
   - Any other useful information request by CPS team; and
   - A copy of the contract or purchase receipt.

   The above information is the condition for reporting faults.
5. The provision of the above information is the prerequisite for making a claim under this product warranty. If the Buyer does not provide sufficient information and replaces the parts without CPS's approval, and the replaced parts are found not faulty, the Buyer shall pay the transportation cost.

**4 Storage and Operation Conditions**

Please strictly follow the Storage Requirements of the user manual. Damage caused by unqualified storage conditions is not covered under the warranty.

a) Do not store the products without outer packaging; or
b) Keep the installation and operating environments of the product within the allowed ranges. Otherwise, its performance and safety will be compromised; or
c) The operating temperature range provided in the product's technical specifications refers to the ambient temperatures in product's installation environment; or
d) Do not install, use, or operate outdoor product and cables (including but not limited to moving product, operating product and cables, inserting connectors to or removing connectors from signal ports connected to outdoor facilities, working at heights, performing outdoor installation, and opening doors) in harsh weather conditions such as lightning, rain, snow, and level 6 or stronger wind; or
e) Do not install the product in an environment with dust, smoke, volatile or corrosive gases, infrared and other radiations, organic solvents, or salty air; or
f) Do not install the product in an environment with conductive metal or magnetic dust; or
g) Do not install the product in an area conducive to the growth of microorganisms such as fungus or mildew; or
h) Do not install the product in an area with strong vibration, noise, or electromagnetic interference. The product shall be installed in an environment with a magnetic field strength less than 4 Gauss. If the magnetic field strength is greater than or equal to 4 Gauss, the product may fail to work properly. If the magnetic field strength is high, for example, in a smeltery, you are advised to use a gauss meter to measure the magnetic field strength of the product installation position when the smelting product is running normally; or
i) Ensure that the site complies with local laws, regulations, and related standards; or
j) Ensure that the ground in the installation environment is solid, free from spongy or soft soil, and not prone to subsidence. The site must not be located in a low-lying land prone to water

or snow accumulation, and the horizontal level of the site must be above the highest water level of that area in history; or

k) Do not install the product in a position that may be submerged in water; or

l) Do not install the product outdoors in salt-affected areas because it may be corroded. A salt-affected area refers to the region within 500 m of the coast or prone to sea breeze. Regions prone to sea breeze vary with weather conditions (such as typhoons and monsoons) or terrains (such as dams and hills) ; or

m) Before opening doors during the installation, operation, and maintenance of the product, clean up any water, ice, snow, or other foreign objects on the top of the product to prevent foreign objects from falling into the product; or

n) When installing the product, ensure that the installation surface is solid enough to bear the weight of the product; or

o) After installing the product, remove the packing materials such as cartons, foam, plastics, and cable ties from the product area; or

p) If the product has not been put into use for more than 6 months after installation or shut down more than 6 months after first commissioning or storage with outside outer packaging more than 6 months, customers need to report to CPS or CPS authorized service providers for a professional inspection. Only after confirming that the performance and safety status of the product meet the standards can the warranty be reactivated. If customers don't report or the inspection is unqualified, the warranty will be lost.

## 5 Warranty Disclaimer

5.1 All the preceding warranty services are applicable only to CPS-manufactured products, which does not cover the auxiliary materials and mechanical parts specified in clause 2.4.

5.2 The parties hereby agree that CPS's compensation against the Buyer's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to the Buyer due to CPS's fault or product issue. CPS shall not be liable for any indirect damages including but not limited to loss of income or profit, damage to reputation, or loss of data. Without prejudice to the foregoing, CPS's total aggregate liability arising out of or in connection with this Product Warranty, the Covered Products, or any warranty claim, whether in contract, tort (including negligence), strict liability, statute or otherwise, and including but not limited to the costs of repair, replacement, on-site service, transportation, inspection and testing, shall not exceed the total amounts actually paid by the Buyer/Customer to CPS for the specific Covered Product giving rise to the claim. The remedies specified in this Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defect in the Covered Products.

5.3 CPS is not responsible for any legal and/or compensation liability caused by any actions of the Buyer or any third party, including but not limited to:

a) Failure to meet the SLA commitment; or

b) Negligence or more serious acts or omissions (including reckless or intentional misconduct); or

c) Failure to comply with any obligations specified in this document; or

d) Transportation, storage, installation, configuration, use, maintenance, and/or operation of the products and/or services in any manner not in accordance with the instructions/guidelines/manuals/specifications or warnings, cautions, labels, or any other

information on the product; or

e) Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements; or
f) AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors; or
g) Failure to take rectification measures promptly after receiving safety alerts or rectification notices from CPS during the use of the product, thereby failing to eliminate safety hazards; or
h) Large-scale damage to CPS hardware or data due to the buyer's negligence, improper operation, or intentional sabotage; or
i) Damage caused by maintenance or other services performed by personnel not authorized by CPS; or
j) Adjustment, alteration, and removal of identification signs performed in violation of CPS's requirements; or
k) If CPS cannot fulfill the service commitment within the promised time due to non-CPS reasons, the customer shall exempt CPS from the SLA fulfillment responsibilities and relevant compensations. If on-site services are required, travel time shall be excluded from SLA time; or
l) Damages caused by improper operation or failure to comply with the temperature requirements during transportation or operation; or
m) System damages caused by customer's infrastructure problems; or
n) Failure to install or operate CPS equipment, project scenarios, third-party equipment, etc. in compliance with the conditions, requirements or restrictions in CPS solutions documents; or
o) Improper testing, operation, maintenance, or installation including without limitation:
    i. Failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters; or
    ii. Failure to operate the products in compliance with the operation manual and/or user guides of the products; or
    iii. Relocation and installation of the system other than in compliance with CPS’s requirements.
p) Below product that fail the inspection by CPS or CPS authorized service provider or don’t report to CPS or CPS authorized service provider:
    i. Storage with outside outer packaging more than 6 months; or
    ii. Not been put into use for more than 6 months after installation; or
    iii. Shut down more than 6 months after first commissioning.

5.4 The following circumstances that result in damage to CPS-manufactured devices are not covered by CPS's service commitments:

a) Damage to CPS-manufactured devices due to force majeure, such as natural disasters, fires, and wars; or
b) Damage to CPS-manufactured devices due to natural wear and tear; or
c) Damage caused by lightning due to improper system design; or
d) System damage directly caused by problems in the Buyer's infrastructure

5.5 The warranty scope does not cover cosmetic problems or superficial defects, dents, marks or

scratches which do not influence the proper functioning of the Product.

5.6 If the model / serial number of the product has been altered or cannot be identified, the customer will no longer have the corresponding warranty.

**6 General**

6.1 If the product is to be relocated to another place, this warranty service coverage **WILL NOT** be valid unless the following conditions are fully satisfied:

a) The customer shall notify our company in writing at least thirty days in advance before the Product is moved.

b) CPS is entitled to supervise the Product in terms of shutdown, disconnection, packing, transportation, unpacking, re-installation, and re-startup, and client-side wiring (removal, installation) is not within the scope of the clause.

c) CPS has agreed that the new location of the equipment can be included in the service coverage.

6.2 All the payments should be paid within the required deadline of payment. If the customer fails to pay in time, CPS is entitled to refuse to provide further service till receiving the payment.

6.3 According to the relevant regulations by Chinese Government, both the paid service and the spare part procurement are charged with the appropriate added-value tax.

6.4