

Warranty Terms & Conditions

(Australia version)

Yinergy products (as specified collectively in Table 1) are manufactured by Yinergy Digital Power Technology Co., Ltd. The company (hereinafter referred to as Yinergy) provides this Limited Warranty to the customers of Products (Customer), who purchased from Yinergy or its authorized distributors (Distributors), and have them installed, energized, commissioned, registered and activated by authorized installers on or after November 14st, 2024.

This Limited Warranty takes effect on November 14st, 2024 and shall remain valid unless a newer limited warranty is subsequently posted which applies to covered Product's Warranty Start Date.

1. Warranty Products

This warranty only applies when Products are purchased from an authorized reseller, and installed and activated by an installer who is certified by Yinergy or its distributors.

All external and ancillary parts and units (eg. Monitoring/Comm devices, batteries, hardware/software controllers etc) installed with inverters by third-parties are excluded from the warranty.

2. Warranty Period

Yinergy hereby warrants that, in accordance with the terms and conditions detailed below, it shall:

Table 1: Product and Warranty Period

| Product | Warranty Period |
|---|---|
| HI-3P5K-H-Y1; HI-3P8K-H-Y1; HI-3P10K-H-Y1; HI-3P12K-H-Y1; | 10 years standard warranty, starting from the earlier one of the following two dates: <ul style="list-style-type: none">● The date on which the product was first installed;● 6 months after the date of production; |
| HI-1P3K-L-Y1; HI-1P3.68K-L-Y1; HI-1P4K-L-Y1; HI-1P4.6K-L-Y1; HI-1P5K-L-Y1; HI-1P6K-L-Y1; | 10 years standard warranty, starting from the earlier one of the following two dates: <ul style="list-style-type: none">● The date on which the product was first installed;● 6 months after the date of production; |

In the case of a product being replaced, the existing warranty duration will cover the replacement item. Yinergy will take care of the registration process for the new product, and you will not receive a fresh warranty certificate.

3. Extend additional batteries

It is suggested to add extra batteries to the existing system within 1 year after the installation. Before extending the system, electrician shall follow every step on the Battery Extension SOP provided by Yinergy Power to ensure the batteries are at the same voltage level.

4. Warranty Claim Procedure

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the inverter, they will contact with Yinergy if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with Yinergy service team (support.au@yinergy-solar.com) or contacting via Yinergy official website <https://www.yinergy-solar.com/au/> accordingly.

Please note, in order to deliver a friendly and timely service, Yinergy cooperates with several distributors and installers all over the world. As such, please treat them as the default service channel of Yinergy and use these service channels to make your warranty claim; Yinergy will support and audit service channels to ensure good service to customers.

For a warranty claim, the following information needs to be provided:

- 1). Contact information of claimant, including name of the person, phone number, email address and shipment address.
- 2). Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Any claims shall be made within one month of failure date to be considered under the warranty.
- 3). Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.
- 4). Error message on LCD screen (if applicable) and additional information regarding the fault/error.
- 5). Description of actions taken before the failure and detailed information of previous claims (if applicable) Yinergy may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Yinergy or an authorized third-party company. Yinergy reserves the right not to enter the site should the Yinergy technician consider it unsafe to do so.

While we processing the replacement action, the following information needs to be provided:

A completed warranty claim form (Yinergy RMA form);

A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory and/or extended warranty, or the date of installation;

Yinergy reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information;
- If the product (Yinergy inverter or/and accessory) is replaced without the prior consent of Yinergy;
- If the defect that is claimed is not caused by defective materials or workmanship;

Yinergy will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product of replacement is found to be free from defects in materials or workmanship, or the product is found not to be covered by this Limited Warranty.

5. Warranty Terms

Yinergy warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which Yinergy is responsible during the agreed warranty period, Yinergy will, at its discretion:

- Fix the problem by updating the software or change the configurations; or
- Repair the defect on the premises of Yinergy or on the customer's site; or
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device, For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following Yinergy's RMA template) to Yinergy to confirm the RMA request, prior to the inverter being exchanged.
- These services will be performed by Yinergy service partners who have undertaken proper training.
- Defect refers to Products with performance significantly below their specifications in Product Documents.
- Product Documents include datasheet, User manual, Installation Guide.
- If it is proven that the problem was caused by faulty installation, Yinergy reserves the right to contact the original installer and request that they provide a solution to fix the issue before Yinergy's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

6. Transportation costs

Unless there are some unique agreements signed between Yinergy and the customers (the distributors), the warranty covers only the cost of materials that makes the products functional.

In some cases, the claimant needs to organize the return of the allegedly defective product to Yinergy and should confirm with Yinergy for the shipment schedule in advance. As products need to be packaged in a reasonable condition, Yinergy suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is no damage found after checking the returned product, Yinergy will invoice the claimant for the replacement unit including the delivery and associated service charges.

7. Warranty Registration

The product warranty period for direct customers purchasing Yinergy products (Yinergy inverters) begins on the date the product is put into service.

8. Warranty Limitations

The defective parts or units replaced under a warranty claim become the properties of Yinergy, and must be returned to Yinergy or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging.

The product is not covered by warranty in the following cases:

- A. The product is out of the warranty period;
- B. Product failure is not reported to Yinergy within 4 weeks of appearance;
- C. Failed to comply with Yinergy installation manual or maintenance instructions for the inverter or accessory;
- D. Failed to comply with the safety rules and regulations in respect of the inverter or accessory;
- E. The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt);

- F. The defect is caused by improper usage of the product or failure to comply with the usage of the product for purposes other than those for which the product was designed or intended;
- G. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to Yinergy.
- H. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a third-party, or any other force majeure factors;
- I. The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from Yinergy;
- J. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced);
- K. Flaws (eg. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory;
- L. Normal wear or tear;
- M. Travel and subsistence expenses as well as on-site installation, modification and normal maintenance costs;
- N. Duties, import/export fees or costs and other general administrative costs;
- O. Products purchased from nonofficial channels (eg. Not authorized distributors and their cooperated partners);

The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

Furthermore, all other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of power generated during the product downtime are not covered by this warranty.

9. Limitation of Liability

Yinergy shall not be liable for any consequential, incidental, indirect, special, exemplary, or punitive damages arising out of or related to this limited warranty, regardless of the form of action and regardless of whether Yinergy has been informed of, or otherwise might have anticipated, the possibility of such damages. Yinergy's liability arising out of a claim.

Under this limited warranty shall not exceed the amount paid by the customer for the purchase. Except for the warranty products, the customer undertakes to waive compensation for all other direct or indirect damages.

10. Service after Warranty Expiration

For products which are out of warranty or invalidation, Yinergy provides an additional charge service, which includes the on-site service fee, materials fee, labor cost, and logistic fee:

- **On-site service fee:** Travel cost and time for the technician to deliver on-site services and the cost of labor time for the technician to install, analyse, repair, test and maintain faculty products;
- **Materials fee:** Cost of replacing the parts or units or any other relevant materials;
- **Logistic fee:** Cost of delivery, including the costs of sending the defective products from end users to Yinergy, or/and the costs of sending the repaired products from Yinergy to end users;

11. Assignment

Yinergy expressly reserves the right to novate or assign its rights and obligations under this Limited Warranty to a third party with the demonstrated expertise and requisite resources needed to effectively discharge the obligations hereunder. Customer may transfer this Limited Warranty to successors and assigns, this Limited Warranty will remain in effect for the time period remaining under the foregoing warranties.

12. Geographical Scope

This Limited Warranty terms and conditions only apply for the products which are originally purchased from Yinergy's authorized channels and installed in the destination defined (refer to Commercial Contract with Yinergy). For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from Yinergy prior to the installation.

13. Miscellaneous

A. Severability

If any provision of this Limited Warranty conflicts with or is deemed unenforceable under the Australian Consumer Law, the relevant provision shall be modified or severed to comply with the Australian Consumer Law without affecting the enforceability of the other provisions. This Limited Warranty shall remain in full force and effect to the maximum extent permitted by law.

B. Governing Law and Jurisdiction

This Limited Warranty shall be governed by and construed in accordance with the Australian Consumer Law and applicable laws of Australia. Any claims or disputes arising under this Limited Warranty shall be resolved in accordance with the laws and regulations of Australia and subject to the exclusive jurisdiction of Australian courts or tribunals.

14. Rights under the Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

15. Contact Details

Australia Importer information

Company: YINERGY PTY LTD

Address: U10 34 Union Street McMahons Point NSW2060 Australia

Email: support.au@yinerenergy-solar.com

Tel: +61 0406266770

Manufacturer information

Company: Yinerenergy Digital Power Technology Co., Ltd.

Address: Building 4&5, No.161, Yuancheng Road, Qiantang District, Hangzhou, Zhejiang, P.R.china

Email: support.au@yinerenergy-solar.com

Website: <https://www.yinerenergy-solar.com/au/>

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