

# Standard product warranty

Seller warrants Products manufactured and sold by Seller will be in good working order in accordance with Seller's standard specifications upon delivery to Customer, and that Monitoring Services will perform substantially in accordance with the service description or the end user documentation as follows :

Product	North America	Worldwide Except North America
Single Phase String PV Inverter	10 years from shipment	5 years from shipment
Three Phase String PV Inverter less than 10kW	NA	5 years from shipment
Three Phase String PV Inverter greater or equal to 10kW	10 years from shipment	10 years from shipment
Central PV Inverters	5 years from shipment	5 years from shipment
Wind Inverters	5 years from shipment	2 years from shipment
Accessories	2-5 years from shipment as specified by Seller	2-5 years from shipment as specified by Seller
Combiner Boxes	5 years from shipment	5 years from shipment
Micro Inverters	10 years from shipment	10 years from shipment
Concentrator Data Device (CDD) Hardware Only	10 years from shipment	10 years from shipment
Micro Inverter Hardware Accessories	10 years from shipment	10 years from shipment
Aurora Vision™	2 years from activation	2 years from activation

a. If within the applicable warranty term, any Product or Services shall be proved to Seller's satisfaction to be non-conforming, or if such Products or Services become inoperable due to defects in materials or workmanship, such Product or Services shall be repaired or replaced at Seller's sole option. Repair parts or replacement products may be new, remanufactured or refurbished, at Seller's sole discretion. Corrective actions on any defective Products or Services covered by warranty shall be initiated by Seller within three (3) business days of receipt of written notification of such defect from Buyer, unless prevented by a force majeure event, or by Buyer or any third party. With respect to defective Monitoring Services, if Seller is unable to correct the defect or re-perform the Monitoring Services or to deliver a substitute service within one hundred and twenty (120) days, Seller will provide Buyer with a pro rata refund of any pre-paid fees for the remainder of the Contract term and the refund shall be Buyer's sole remedy. With respect to defective hardware, if the Seller is unable to correct the defect or fails to deliver a substitute product within sixty (60) days after receipt of the defective hardware, Seller will provide Buyer with a pro rata refund. Buyer shall cooperate

with Seller as required to perform corrective actions. A defect is deemed to have been corrected when the repaired or replaced product is shipped to Buyer or when Monitoring Services operate in a joint test performed by the parties or when Buyer finds the Monitoring Services to be in operation, but in all events no later than one (1) day after Seller informs Buyer that the defect has been corrected. If a defect claimed by Buyer is not covered under the scope of this warranty, Buyer shall pay Seller for all work related to the research and identification of the defect according to Seller's standard price list then in effect or, with respect to any work performed by a subcontractor, according to the rates charged by such subcontractor. If no defect is found, Buyer shall pay troubleshooting costs in the amount of \$250 for String Inverters that have a power rating under 10kW, \$500 for String Inverters that have 10kW and higher power rating, \$1,000 for Central Modules and \$75 for Micro Inverters.

b. Extended warranties of up to five, ten, fifteen or twenty years for PV String Inverter products may be purchased within thirty-six (36) months of commissioning.

c. As specified by Seller, costs of all or part of inbound and outbound shipping costs for products covered by warranty may be covered by Seller. Buyers who fail to return the defective unit will be charged for the replacement unit.

d. The following events are not covered by warranty and may void Buyer's warranty:

- i. Failure of Buyer or an installer to follow Seller's installation, operation or maintenance instructions;
  - ii. Repair, modification or movement of the Product by Buyer or anyone other than Seller or its authorized representative, or incorrect attachment to other products not provided by Seller;
  - iii. damage resulting from power surges and acts of nature, including but not limited to storms, lightning, overvoltage, fire, flood, pests, or other events outside of Seller's control;
  - iv. damage resulting from abuse, misuse, negligence, accident, action of third parties, improper or noncompliant use or operation, including inadequate ventilation and circulation, improper installation, commissioning, start up, maintenance, or storage, excessive pollution, dirt or dust intrusion into the Product, or installation in a corrosive environment;
  - v. abnormal or unintended use;
  - vi. damage during transportation;
  - vii. normal wear and tear;
  - viii. damage resulting from failure
  - viii. damage resulting from failure to properly maintain the Products, or from unauthorized repairs or repair attempts;
  - ix. labor, installation, removal, transportation, or reinstallation of components for warranty service or any other expenses that may be incurred in connection with repair or replacement of a Product, including, but not limited to, costs related to unusual installation conditions, including impediments to access (including inadequate elevator access), rental of special tools or removal or installation of parts necessary to mount or remove the Product;
  - x. temporary loss of power or production (including any rebate, refund, or other benefit associated therewith);
  - xi. consumable components of any Product, including but not limited to fuses, filters, fans, and batteries;
  - xii. aspects of any Product not affecting its function, including but not limited to cosmetic aspects;
  - xiii. damage to equipment not manufactured by Seller or resulting from use with other products not provided by Seller, including External Facilities; or
  - xiv. costs arising from Buyer's failure to provide Seller or its authorized representative with adequate access to the Products.
- e. With respect to Products or Monitoring Services for which Seller has received the full purchase price, Buyer's warranty rights may be assigned, without Seller's consent, to any end user of the Products or Monitoring Services for the term of the remaining warranty period. Seller's written consent is required in order to assign warranty rights for any Products or Monitoring Services for which Seller has not been paid in full.
- f. Any extension of the standard warranty must be specifically agreed to in writing by Seller and shall be at an additional cost to Buyer.