

Date: 18th Feb-2022

Subject: Distributor’s warranty conditions

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Sungrow Power Supply Co., Ltd

Service Email: service@mena.sungrowpower.com

China HQ : Add No.1699 Xiyou Rd., New & High Technology Industrial Development Zone, Hefei, P. R. China., 230088.

Responsibilities and warranty actions of distributor's

1. Check transportation damage once goods (sales order and warranty spare parts) received at port. Once you received the consignment details please follow up regularly to clear customs as soon possible to avoid extra charges. If any damage (like pallet damage, or water impact or moisture) observed need to escalate immediately with Insurance and Sungrow team.
2. Check each inverter packing and verify the packing list. Please check when receiving inverter, please verify inverter accessories (like: Manuals, Mounting bracket, MC4 connectors, Hardware's). If any parts are missing, distributor shall inform to SUNGROW within one week.
3. Kindly share the received all inverters models with serial numbers to Sungrow and take the warranty certification from Sungrow Service.
Sungrow Standard Warranty terms and template warranty certification please see Appendix A and Appendix B.
4. Check transport damage of Inverters dispatched from Distributors Warehouse to customer location. And take feedback with customer on same day of received inverters at site. If it damaged by local transportation will not cover SG warranty.
5. The spare parts or spare units provided by Sungrow service may be stored in the warehouse of the distributor. Spare parts and spare inverter will be stored at distributor warehouse on the name of Sungrow. As per our Distributor Partnership Level.
6. Share each inverter installed location with end customer details along with inverter model and serial numbers to Sungrow. While commissioning the inverter for the 1st time same details need to share.
7. Once distributor received service call from customer please collect the basic details (like fault code, inverter model, serial number, physical damage if any) and doing troubleshooting remotely as per Sungrow training guidance.
8. The distributor Shall provide a repairable space, to repair the inverter by Sungrow remotely guidance and send the repaired inverter to the customer. (The transportation cost of the faulty inverter falls under Clause 14.1 Green List Countries are borne by Sungrow and under Orange List Countries are borne by the customer)
9. If the faulty inverter cannot be repaired, Sungrow spare inverter will be sent from the distributor's warehouse to the customer for replacement. The distributor help the customer to send the faulty inverter back to the distributor's warehouse, and the distributor may store it for one year.
10. The warranty stated consists of the repair or replacement (by new or refurbished, of same or equivalent product).

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Sungrow services for distributors

1. If there is a product problem in the transportation undertaken by Sungrow, Sungrow will be responsible for finding insurance company for the claim and processing
2. Warranty period for distributors as per clause 3.1 and distributors can only sell the remaining warranty time to customers. Sungrow recommend selling inverters with 5-year product warranty to the client.
3. Sungrow shall provide on-line training to distributors, as per Sungrow Training Index. Distributors can question Sungrow service team related to service. and answer the questions by distributors.
4. Sungrow shall arrange engineer to distributor warehouse or invite distributor to Dubai repairing center to have a physically training. (After discuss between Sungrow and Distributors).
5. Sungrow bears the cost of the case that meets the warranty (including the cost of the distributor to the site instead of Sungrow engineer for inspection & checking, and the replacement of spare parts or spare inverters).
6. Sungrow shall provide spare inverters and spare parts as per distributor's sales quantity to distributor's warehouse. (Depending on local customs requirements, Sungrow bears customs clearance costs and freight, and distributors may provide customs clearance support)
The spare inverters and spare parts can be used by warranty cases if get Sungrow engineer confirmation.
7. Sungrow shall provide on-site support and site analysis if remotely service and Hotline services could not resolve the site problems.
8. Sungrow shall provide root cause analysis report to client regard fault analysis, depend on the customer request.
9. Sungrow shall provide warranty extension to distributors as well as client.
10. Sungrow shall provide spare parts sales to distributors as well as client.
11. Sungrow shall provide training to client with charge.

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Appendix A

MANUFACTURE WARRANTY

1.0 DEFINITIONS

- 1.1. The warrantor for the limited warranties set forth herein is SUNGROW Power Supply Co., Ltd. ("SUNGROW").
- 1.2. The "Product" means the photovoltaic Inverters and peripheral devices manufactured by SUNGROW and purchased from SUNGROW or its qualified distributors by End-users.
- 1.3. The "Warranty" means this limited warranty contract for SUNGROW Product.
- 1.4. "End-user" means the owner of the Product for which Service will be performed under the Plan.
- 1.5. "Manual" means the current SUNGROW installation, operation and maintenance guide for the Product covered under this Warranty.
- 1.6. The "Registration Form" is the Photovoltaic Inverter Warranty Registration Form as set forth in SUNGROW's website. The Registration Form must be completed and returned to SUNGROW.
- 1.7. "Reaction time" means the time between the claim is accepted by SUNGROW officially and the Service is provided.
- 1.8. "Service" means Actions in Item 2.1 in response to a claim.
- 1.9. "Site" means the location of End-user's Product that is covered under this Warranty.
- 1.10. "Warranty Period" means the period of time the Product is covered under this Warranty.

2.0 LIMITED WARRANTY

- 2.1. If any equipment is considered faulty while under SUNGROW's warranty, and provided the deemed action, via the contact methods declared in SUNGROW's website www.sungrowpower.com, is considered feasible and appropriate, SUNGROW shall carry out the following at their discretion:
 - a. By Email or FAX, accepting the claim with service ticket number or refusing the claim out of SUNGROW's equipment's issue within 24 hours, excluding weekend and local public holidays;
 - b. Recording the claim and making solution;
 - c. SUNGROW reserves the right to require the claimer to pay deposit in advance (or) for claimers have or had overdue payment in purchasing of products or service from SUNGROW;
 - d. Sending replacement or on-site technicians from SUNGROW or authorized third-party;
 - e. Checking and correcting the installation and connecting of the defect equipment; replacing the defect parts in the claimed equipment as the solution by technicians from SUNGROW or authorized third-party, (or) Replacing the defect equipment by technicians from SUNGROW, authorized third-party, or authorized installer or maintenance operator of the claimer;
 - f. Issuing the On-site report for on-site service with detailed time, components consumption, and root of the failure, and the representative of claimer must sign the report when it is accepted;
 - g. Collecting the defect units or parts as properties of SUNGROW; the claimer has the responsibility to keep the defect units or parts before the collection of SUNGROW, up to one (1) month in the countries and regions stipulated in Appendix A; or up to one (1) year in the rest of world out of China;

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- h. Testing and repairing the defect units or parts in the workshop belonging to SUNGROW or authorized third-party;
 - i. Issuing Recovery Report for the defect units or parts with detailed root of the failure;
 - j. If the root of failure is confirmed to be out of warranty by the On-site Report or Recovery Report, SUNGROW reserves the right to charge the related expenses to the claimer, and has the responsibility to support the claimer to recharge the third-party to be responsible for the failure;
 - k. If the claimer paid deposit in advance, the expenses will be taken from the deposit within three (3) months since the On-site Report or Recovery Report issued and the rest of the deposit will be returned to the claimer;
 - l. If the claimer refuses to pay the expenses claimed by SUNGROW, SUNGROW reserves the right to cancel the warranties of all equipment from SUNGROW in the same site;
- 2.2. SUNGROW warrants that SUNGROW products (the "Warranted Items") are free from defects in material and workmanship. Any other costs, in particular delivery charges, travel and living expenses incurred by SUNGROW's field service engineers during on-site repair work, as well as costs for the client's employees or any third parties are NOT covered by this Warranty, SUNGROW has sole responsibility and discretion for determining the cause and nature of a product defect, and SUNGROW's determination with regard thereto shall be final.
- 2.3. This Warranty extends to the Distributors and End-user of the SUNGROW products, including any subsequent operator or a lessee or assignee of a lease, at the same site during the warranty period of the Product purchased by the End user or Distributors, with the exception that the continuation of the Warranty for an installed Product relocated to another site is subject to a site inspection by SUNGROW at the new site prior to installation, at End-user's expense.
- 2.4. If, in the opinion of SUNGROW, a Warranted Item is defective and the defect is within the terms of this Warranty, SUNGROW will be obliged, depending on the arisen defect, to repair or to replace the defective product. The decision whether to repair or to replace the defective equipment will be held in every case only by SUNGROW.
- 2.5. SUNGROW and the End-user shall mutually agree upon the conduct of any tests required to determine whether a Product is defective in advance of conducting such tests. SUNGROW reserves the right to supply a different Product model, or product from the third-party with written acceptance from the End-user, to settle warranty claim. The replaced unit or part will keep the warranty period of the original products. Any parts that are replaced may be new or reconditioned. All parts replaced by SUNGROW shall become the property of SUNGROW.
- 2.6. This warranty rights established on this document do not cover costs following.
- a. The transport costs of the damaged products when sending them to the factory to be repaired, neither when receiving them back.
 - b. The labor, equipment or transportation costs due to dismantling of the damaged products and reinstallation of the repaired ones.
- 2.7. The Warranty detailed here above is offered by SUNGROW as standard Warranty in a universal way for all its standard range of SUNGROW products. SUNGROW reserves the right to offer extended special Warranty conditions, according to the different country technical

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and commercial conditions. In that case, these special conditions will be stated in a separate document.

3.0 STANDARD WARRANTY AND EXTENDED WARRANTY

3.1. The period covered by this Warranty for Product installed in worldwide except mainland of People's Republic of China, is indicated in the table below. If

Products	Starting Date	Warranty Period
KTL&CX serial inverters	The date start Six (6) months after the Product left the port of China	6 years (for distributors Only).
RT&RS serial inverters	The date start Six (6) months after the Product left the port of China	10years(for distributors Only)
Com100, PC-4 or other communication equipment	The date start Six (6) months after the Product left the port of China	2years(for distributors Only)
SBR Battery and accessory	Please refer to our SBR Battery and Spare accessory's warranty document	

- 3.2. Extended warranty options may be available to purchase for specific product range up to a total period of 25 years.(for inverters BUT not for RT&RS products).
- 3.3. The Extended Warranty Contract must be taken out for all the inverters making up the PV plant; it cannot be taken out for a partial number of units.
- 3.4. Extended Warranty can be purchased from SUNGROW at the time of original purchase of products, or within the first year of the installation date, or within the Manufacturer Warranty (price may differ) and can't be provided if the warranty is already lapsed; a purchased Extended Warranty can't be extended or reduced to another Extended Warranty with different period at any time.
- 3.5. SUNGROW provides the full lifecycle service for Products, including Service or replacement by latest Products, decided by SUNGROW, even after Manufacturer warranty and Extended Warranty.

4.0 WARRANTY EXCLUSIONS

- 4.1. This Warranty does not cover any defects or damages caused by:
- Improper transportation and delivery.
 - Failure to properly store the Product before installation.
 - Improper installation or inadequate transport conditions, not following the SUNGROW Installation Manual.
 - Use and application beyond the definition in user manual of the Product.
 - Neglect, abuse, misuse, improper maintenance or lack of maintenance, as set forth in the SUNGROW User Manual.
 - Repairing, adjustment or alteration, not authorized in writing by SUNGROW.

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- g. Non Sungrow authorized modifications, changes, or attempted repairs.
 - h. Voltage surge coming from PV array DC side or from grid AC side.
 - i. Acts of nature such as surge, fire, flood, plagues, earthquake, and lightning.
 - j. Damage or accidents due to the third parties actions or any other reasons different to the standard use conditions of the inverters and that are out of the control of SUNGROW.
 - k. Non-compliance with applicable regulations and standards.
 - l. Insufficient ventilation of the device and any consequential thermal damages.
 - m. Failure to observe the applicable safety regulations (UL, CSA, VDE, IEC, etc.)
- 4.2. This warranty does not cover fuses, surge suppressors, filters, or cosmetic damages.
- 4.3. This Warranty shall be void, if.
- a. Serial number of the Product has been altered, manipulated, or cannot be clearly identified.
 - b. The Distributor or End-user fails to make any Product subject of a claim available for inspection, testing and correction.
 - c. Complaints concern aesthetics, unless they mean a malfunction or a difference in performance compared to the one announced on the technical and commercial brochures of SUNGROW.
- 4.4. This Warranty shall be void, if. Any other Warranty right not mentioned specifically on this document is out of the scope of this Warranty.

5.0 Warrantor

- 5.1. The warrantor is SUNGROW. SUNGROW reserves the right to have the services specified in this SUNGROW warranty conducted by SUNGROW authorized partners.

6.0 FORCE MAJEURE

- 6.1. Neither party (SUNGROW or the Distributor or the End-user) shall be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder on account of acts of god or other cause which is beyond the reasonable control of such party and could not have been avoided by the exercise of reasonable prudence, including but not limited to natural disasters (e.g. earthquakes, floods, landslides), explosions, fire, destruction of machines, equipment, factories and of any kind of installation, prolonged break-down of transport, telecommunication or electric current or other circumstances with comparable effects (e.g. terroristic attacks, nuclear accidents, war, civil war or similar uprising, general strike, strike, lock-out).
- 6.2. In the event of the occurrence of any force majeure event, the affected party shall notify the other party immediately in writing of the invocation of this section, and each party's obligations hereunder to the other shall be suspended for the duration of such force majeure event; provided, however, that the affected party shall be obligated to use its commercially reasonable efforts to restore performance hereunder as soon as reasonably practicable, and provided, further, that if such event continues for more than thirty (30) days in the aggregate in any six (6) month period, the non-affected party shall have the right to terminate this agreement at any time upon written notice to the other party.

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7.0 DISTRIBUTOR AND END-USER'S OBLIGATIONS

- 7.1. In order to receive the benefits of this Warranty, the Distributors and End-user must use the product in a normal way; follow the Product's current Manual; protect against further damage to the product if there is a discovered defect.
- 7.2. Distributor or End-user shall provide SUNGROW Service personnel with access to the Site and any special instructions for access to the Site. SUNGROW shall have no liability in the event that access is not provided to the Site and Distributor or End-user will be invoiced for any costs incurred by SUNGROW in the event an additional visit is required to the site due to lack of access.
- 7.3. It is the Distributor or End-user's responsibility to notify SUNGROW of any hazards at the Site and assure that the Site is free from hazards or obstructions, and that all safety precautions are followed at the Site.

8.0 OTHER LIMITATIONS

- 8.1. SUNGROW's obligations under this Warranty are expressly conditioned upon receipt by SUNGROW of all payments due to it (including interest charges, if any). During such time as SUNGROW has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, or the payments stipulated in Item 9.1, SUNGROW shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

9.0 COSTS NOT RELATED TO WARRANTY

- 9.1. The Distributor or End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of SUNGROW representatives outside the terms of this Warranty will be borne by the Distributor or End-user.
- 9.2. The costs for removal and replacement of the device, as well as the costs for sending the device to Sungrow facilities in and returning it to the warranty claimant including, but not limited to, transportation costs, export certifications, inspections, and customs duties are to be borne entirely by the warranty claimant.

10.0 LIMITS OF LIABILITY

- 10.1. This Warranty constitutes End-user's sole and exclusive remedy for claims against SUNGROW in respect to defective or non-conforming Products hereunder and is in line of all other warranties, conditions, guarantees or representations from SUNGROW relating to the products hereunder, whether oral or written, express or implied, statutory or otherwise, in contract, tort or otherwise, including without restriction, any warranties of merchantability or of fitness for a particular purpose, and any such warranty, condition, guarantee or

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representation is hereby excluded. In no event shall any claim, failure of any Product hereunder, or breach of this Warranty rendered SUNGROW, its affiliates, subcontractors or suppliers liable to End-user or its affiliates for indirect or consequential damages or loss of use associated with warranty claims for lost profits or loss of revenues, or any associated equipment, cost of capital, cost of substitute equipment, facilities, services or replacement power, downtime costs, claims of End-user's customers for such damages, or for any other special, consequential, incidental, indirect or exemplary damages. SUNGROW's total liability for any and all warranty claims and costs under this Warranty shall not exceed the total amount of payments received by SUNGROW for the product that is the subject of a claim.

10.2. The Warranty limitations mentioned here above will be applicable unless they are against the legal prescriptions currently running on each country in reference with product responsibility. In case of conflict with any of these prescriptions, the nullity will affect only that clause in particular, being valid the rest.

11.0 WARRANTY CONTRACT EFFECTIVE DATE, APPLICATION AND VALIDITY

11.1. Present warranty contract conditions are valid as of the corresponding issue date and shall be applicable to all those SUNGROW inverters and peripheral devices manufactured from the date onwards, and for which the said guaranty extension has been taken out, remaining valid until December of the year in force, for signed contract, or until the next issue change for the unsigned contracts. SUNGROW reserves the right to make any changes and modifications, at no prior notice, for unsigned contracts in addition to the right to decide whether to accept new contracts or the annual contract renewal.

12.0 PRICE

12.1. For service not covered this Warranty, a service personnel of SUNGROW will charge fees based on local service standards.

12.2. SUNGROW reserves the right to adjust the prices.

13.0 PAYMENT TERMS

13.1. The payment for the service contract should be paid once within Thirty (30) days after the date SUNGROW's invoice issued.

14.0 SUNGROW Primary Support Countries in MENA

14.1.



(Green List Countries)

Dubai (UAE), Saudi Arabia, Oman, Egypt, Qatar, Bahrain, Jordan, Palestine, Morocco, Kuwait.



(Orange List Countries)

Afghanistan, Iraq, Libya, Algeria, Lebanon, Tunisia, Yemen.

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Appendix B

WARRANTY CERTIFICATE

DATE: xx/xx/xxxx

To
“Company”
“Project Location”

Subject: Warranty Certificate
(INFORMATION OF DELIVERY AND RECIEVE)

Dear Sir & Madam,

We hereby confirm that, (SG110CX) supplied to you against the purchase order “ Company”, Dated “xx-xx-xxxx”, to “project name” photovoltaic power plant on property located in “location” are covered under warranty as per Warranty Terms of Sungrow.

SG110CX	xx Months from Mar xx, xxxx of Commissioning (60 Months as standard warranty and 60 Months as extended warranty)
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Serial number are

A200XXXXXXXX
A200XXXXXXXX
A200XXXXXXXX

Warranty will be valid if the product is installed, operate and maintained as per the Sungrow guidelines, failure to follow will result in warranty void.

This warranty terms are based on agreement payment via Sungrow and WINNERGY. In case of default of payment, Sungrow hold the rights to not provide extended warranty.

Regards,
SUNGROW POWER SUPPLY Co., Ltd.(with Sign and stamp)

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