Swatten Inverter Limited Warranty

DEFINITIONS

1. The warrantor for the limited warranties set forth herein is Sieyuan Watten Technology Co., Ltd.(“Swatten”).

2. The “Product" means the Inverters and peripheral devices manufactured by Swatten and purchased from Swatten or its qualified distributors by End-users.

3. The “Warranty" means this limited warranty contract for Swatten Product.

4. "End-user" means the owner of the Product for which Service will be performed under the Plan.

5. "Manual" means the current Swatten installation, operation and maintenance guide for the Product covered under this Warranty.

6. "Site" means the location of End-user's Product that is covered under this Warranty.

7. "Warranty Period" means the period of time the Product is covered under this Warranty.

WARRANTY PERIOD

The period covered by this Warranty for Product installed in Europe/UK/Australia, is indicated in the table below.

<table>
<tr><th>Products</th><th>Starting Date</th><th>Standard Warranty Period</th></tr>
<tr><td>The inverters include hybrid Models (SiH-5kW-SH, SiH-6kW-SH Single phase series)</td><td rowspan="2">Starting from the earlier one of following two dates:
1. The date on which the product was first installed.
2. Three (3) months after the Product left the port of China.</td><td>10 years</td></tr>
<tr><td>Accessory products including WiFi Module and Smart Meter</td><td>2 years</td></tr>
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HOW TO MAKE A WARRANTY CLAIM

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the inverter for you.

Please have the following information to hand as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, 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. Please make the claim within one month from the failure date, otherwise Swatten will treat it as you have abandoned the right to make a warranty claim.

3. 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 before the failure and detailed information of previous claims (if applicable).

Swatten 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 Swatten or an authorized third-party company. Swatten reserves the right not to enter the site should the Swatten technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the Product is discovered that is covered under the warranty, Swatten may, at its sole discretion, elect to

1. Fix the issue by changing configurations or updating software.

2. Repair the product by replacing with spare parts.

3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty.

4. If it’s proven that the problem was caused by faulty installation,Swatten reserves the right to contact the original installer and request that they provide a solution to fix the issue before Swatten’s intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that Swatten replace shall become Swatten’s property. If the product is found not to be covered by this Limited Warranty, Swatten reserves the right to charge a handling fee. When repairing or replacing the product, Swatten may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between Swatten and the customer, the Swatten limited warranty of Europe/UK/Australia covers not only the cost of hardware material required to get the device functioning again but also transportation and labor costs detailed as below:

Transportation costs: Swatten will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact Swatten for the rate) per case. The claimant must cover any excess costs or any costs generated by using another method of transportation. In some of the cases, the claimant needs to organize the return of the allegedly defective battery system to Swatten and should confirm with Swatten for the shipment schedule in advance. As products need to be packaged in a reasonable condition, Swatten suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, Swatten will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: Swatten may directly arrange engineers paid by Swatten for on-site service and to encourage the claimant using the installer's facilities to fix the problem, Swatten may, at its sole discretion, decide to offer a rebate (please contact Swatten for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will be eligible ONLY to the party who has carried out on-site service for the allegedly defective product.

2. The allegedly defective product has been returned to Swatten and deemed to have workmanship or material defects upon testing and inspection by Swatten.

3. The claimant must contact Swatten prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, Swatten recommends the claimant find a local electrician to carry out the on-site service.

4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by Swatten.

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 electrical power generated during the product downtime are NOT covered by the Swatten limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by Swatten's limited warranty.

1. This Warranty does not cover any defects or damages caused by:

a. Improper transportation and delivery

b. Failure to properly store the Product before installation

c. Improper installation or inadequate transport conditions, not following the Swatten Installation Manual

d. Use and application beyond the definition in user manual of the Product

e. Neglect, abuse, misuse, improper maintenance or lack of maintenance, as set forth in the Swatten User Manual

f. Repairing, adjustment or alteration, not authorized in writing by Swatten

g. Voltage surge coming from PV array DC side or from grid AC side

h. Acts of nature such as surge, fire, flood, plagues, earthquake, and lightning

i. 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 Swatten

j. Non-compliance with applicable regulations and standards

k. Faults or damage caused by other factors not related to product quality issues.

2. This warranty does not cover fuses, surge suppressors, filters, or cosmetic damages.

3. This Warranty shall be void, if

a. Serial number of the Product has been altered, manipulated, or cannot be clearly identified

b. The 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 Swatten

4. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without Swatten's written confirmation/approval prior to the installation.

5. Combining Swatten's storage product with a lead acid battery pack or any other lithium battery pack from our list of compatible batteries. Please contact your local distributor for a detailed list of compatible battery packs.

6. Unless a special agreement exists between Swatten and the battery manufacturer, for all the battery packs NOT listed in our 'APPROVED BATTERY OPTIONS STATEMENT', but which have completed the compatibility test with the Swatten inverter, it's the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. Swatten shall guarantee the performance of the inverter under the normal working conditions within the standard warranty term and provide limited technical support if applicable. However, Swatten shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.

7. Product failure is not reported to Swatten within one month of appearance.

8. Any other Warranty right not mentioned specifically on this document is out of the scope of this Warranty.

OUT-OF-WARRANTY CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by Swatten as out-of-warranty cases. For all out-of-warranty cases, Swatten may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.

2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).

3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to Swatten or/and repaired products are sent from Swatten to the user.

GEOGRAPHICAL SCOPE

The Swatten Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by Swatten and installed in the destination defined within the Europe/UK/Australia market, unless there are specially stipulated warranty terms and conditions between Swatten and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Swatten does not provide written confirmation/approval prior to the installation.

LIMITATION OF Swatten's LIABILITY

This limited warranty replaces all other Swatten warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the

applicable national laws. To the extent permitted by applicable law(s), Swatten does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Swatten's liability shall be limited to the purchase value of the product.

Further Rights at Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer L aw. 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 repair ed or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

End of Limited Warranty

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