

Hoymiles Battery Series Warranty Terms & Conditions

(For HBX & LB series_Europe)

- Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles battery HBX & LB series (hereinafter collectively referred to as "Product" or "Products"), that are covered by Hoymiles' limited warranty (the "Exchange Program"). Parties participating in the Exchange Program shall abide by the procedures and requirements set forth in this policy. Hoymiles may, at its sole discretion, reject the exchange of any battery that is not returned as required in this policy.

This warranty applies exclusively to Hoymiles products that satisfy the following conditions: (i) the products are installed and operated in compliance with the technical specifications and certifications applicable in the Europe region-hereinafter referred to as "Designated Markets"; and (ii) the products are part of the Hoymiles Europe region series models.

1. Warranty Claims

1.1 Standard Product Warranty

The standard product warranty period for HBX & LB series is Ten (10) years from the warranty's effective date.

The effective warranty period starts from the earlier of:

- (1) 4 months from the date the products are shipped from Hoymiles;
- (2) the installation date of the product.

Hoymiles warrants that the hardware of electronics and enclosure (including battery cover, enclosed micro circuit breaker if applicable, and the PCBA of BMS) will be free of defects caused by improper workmanship or defective materials.

1.2 Standard Performance Warranty

For a period of ten (10) years from the Warranty Start Date, the Battery System shall maintain a Capacity Retention of not less than Seventy Percent (70%) of the Designed Energy, or until the Granted Throughput Energy reaches the guaranteed limit, whichever occurs first.

The Granted Throughput Energy means the total output energy of the product recorded in the control module of the product.

The Usable Energy and Granted Throughput Energy for each product model are set out in the table below:

Model No.	Designed Energy (kWh)	Usable Energy (kWh) ¹	Granted Throughput Energy (MWh) ²
HBX-(5-10)LV-G1	5.12/10.24	4.6/9.22	15.3/30.6
LB-(5-20)S-G1	5.12/10.24/15.36/20.48	4.6/9.22/13.82/18.43	15.3/30.6/45.9/61.2
LB-(5-20)S-G2	5.12/10.24/15.36/20.48	4.6/9.22/13.82/18.43	15.3/30.6/45.9/61.2
LB-5D-G2	5.12	4.6	15.3

1: 90% DoD. Usable Energy (kWh) is measured using the testing conditions and methods in Appendix A

2: In ten years, the total yield energy calculated based on Usable Energy. This number is calculated based on the conditions: a constant ambient temperature of 25°C, the product's rated charging and discharging current, and an operating mode of one complete charge and discharge cycle per day on average.

NOTE: THIS WARRANTY POLICY ONLY APPLIES TO THE HOYMILES BATTERY SERIES. FOR ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES TOGETHER WITH A HOYMILES BATTERY, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

1.3 Warranty Transfer

This warranty applies to the original Hoymiles product purchaser and is transferable only if the product remains installed in the original location. The warranty policy is invalidated if batteries are sold secondhand through unlicensed sales channels.

To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to service@hoymiles.com.

If you are an end-user, please contact your installer in the first instance in case of any warranty issue. If you are installer, please contact your distributor in the first instance in case of any warranty issue. Hoymiles will work directly with the distributor to replace a faulty battery if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning and the costs associated with the distributor dispatching its own technicians to the site. If the original installation company (for end-user) or distributor (for installer) has ceased trading, please contact a suitably qualified installer or distributor to arrange an on-site service authorized by Hoymiles or Hoymiles technical engineer.

1.4 Disputes of Warranty Start Date:

If the Customer disputes the calculation of the warranty start date as defined in this agreement, the Customer shall submit to service@hoymiles.com valid purchase documentation that clearly indicates the date of purchase, such as an invoice or contract, for verification. Upon review and approval by Hoymiles, the warranty period shall be reset to start three months from the purchase date as confirmed by the provided documentation. If the dispute is not approved, the original warranty start date shall remain in effect.

*Claims without valid proof of purchase will not be processed.

*Final determination of warranty adjustment remains at Hoymiles's sole discretion.

1.5 Compliance Verification Requirement

For installations outside the Designated Markets, warranty eligibility requires:

- a) Prior submission of official or qualified third-party certification documents proving compliance with local technical regulations and requirements; and
- b) Written confirmation from Hoymiles validating such certifications and the applicability of this limited warranty

2. Warranty Conditions

The above warranty terms are subject to the following conditions:

- a. The battery system defect occurs within the warranty period as determined above;
- b. The battery system must be installed by a certified battery installer and the Installation Guide correctly followed;
- c. The purchaser must correctly operate and use the battery system according to the User Manual;
- d. The purchaser must provide proof of the original purchase of the battery system;
- e. The purchased Battery System must be installed within 6 months of the Invoice Date. The installer must inform Hoymiles sales staff via email, and a proper inspection of the product is required according to Hoymiles guidance;
- f. The charging temperature of the battery system must NOT exceed 0°C ~ 50°C, its discharging temperature must NOT exceed -20°C ~ 50°C, and the system must not be installed in direct sunlight or where it will be exposed to rain and snow. The Battery System must be installed in a ventilated area in accordance with the requirements of the User Manual and Installation Guide;
- g. This Warranty covers a capacity equivalent to one full cycle per day. The Battery System is not suitable for supplying life-sustaining medical devices or automotive applications;
- h. All Battery Systems require an internet connection for monitoring. The warranty policy may become null and void for Battery Systems that fail to meet this condition;
- i. Where a product or part thereof is replaced or repaired under this Warranty, the remainder of the original Warranty period will apply. Replacement products or part(s) do not carry a new voluntary warranty;

3. Warranty Applicability Limitations

Claims that relate to defects that are caused by the following factors are not covered by Hoymiles' warranty obligations:

- a. Force majeure events, including but not limited to storm damage; lightning strikes; over-voltage; fires; thunderstorms; flooding; civil unrest, conflicts, or government intervention; strikes; embargoes, market conditions; or other events outside the reasonable control of Hoymiles;
- b. Improper or non-compliant use;
- c. Improper installation, commissioning, start up, or operations (that do not follow the guidance detailed in the Installation Guide supplied with each product);
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- e. Installation in a corrosive environment;
- f. Damage during transportation;
- g. Unauthorized change to the original identification marks or Quick Installation Guide;
- h. Unauthorized repair attempts;
- i. Unauthorized removal and re-installation;
- j. Normal wear to appearance or cosmetic or superficial defects, dents, marks, or scratches that do not affect the proper function of the product;
- k. Defects that have no impact on power generation;
- l. Damage caused by defects of other components in the battery system;
- m. Failure to comply with safety regulations (VDE, IEC, etc.);
- n. Products purchased from an unauthorized dealer, distributor, or retailer;
- o. Theft of the product or any of its components;
- p. Any defects that occur when the battery system warranty period has expired (excluding additional agreements of warranty extension);
- q. Product failure is not reported to Hoymiles within one month of it occurring;
- r. Original identification marks (including the trademark and serial number) of the product have been altered or removed;
- s. Operational failures result from extreme environmental factors beyond product specifications;

The limited warranty does not cover costs related to the removal of the faulty product and installation of the replacement, or troubleshooting of the customer's electrical systems. The limited warranty does not extend beyond the original cost of the Hoymiles product.

This warranty does not extend to parts, materials, or equipment not manufactured by Hoymiles where the customer is entitled to a warranty or guarantee given by the manufacturer to Hoymiles.

Claims by the purchaser that go beyond the warranty terms set out herein are not covered by the warranty in so far as Hoymiles is not subject to statutory liability. In such cases, please contact the company that sold the product. Final claims in accordance with the law regarding product liability remain unaffected.

Hoymiles shall hold no liability under this warranty (or any other warranty condition or guarantee) if the full price of the goods has not been paid by the due date for payment.

Any defects that occur after the warranty period ends or that occur within the warranty period but are categorized as a warranty exception are deemed by Hoymiles to be out-of-warranty cases. For all out of warranty cases, Hoymiles may charge on-site service fee, parts fee, labor costs and logistics fee to customer, including any/all of the following:

1. On-site service fee: travel costs and time for the technician to deliver on-site services and labor costs for repairing, maintenance

work, installing hardware or software, and debugging a faulty battery system.

2. Parts/materials fee: the cost of replacement parts/materials (including any shipping/admin fees that may apply).
3. Logistics fee: the cost of delivery and any other expenses incurred when defective battery systems are sent by the user to Hoymiles and/or repaired battery systems are sent from Hoymiles to the user.

4. Product Repair On-Site

If Hoymiles decides to repair the defective device on site (performed by Hoymiles or a technical engineer authorized by Hoymiles), then Hoymiles will bear the material and labor costs incurred during the repair as well as the costs for removal and replacement of the part or replacement device. Any on-site service (such as when the distributor dispatches its own technicians to repair the device) carried out without the prior written consent of Hoymiles shall result in Hoymiles being exempt from bearing the related costs. The distributor is required to notify Hoymiles Technical Service Center of any relevant device information whenever they are involved in handling warranty claim issues reported by installer/end users. Before dispatching its own technicians for on-site services, the distributor shall obtain prior written authorization from Hoymiles technical personnel. If the distributor fails to obtain such authorization, Hoymiles assumes no liability for costs incurred during unauthorized on-site services or for expenses related to the distributor's retrieval of equipment determined to be non-faulty or replacement equipment not authorized by Hoymiles.

Costs that Hoymiles will not bear include but not limited to transportation, inspections, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, and the costs of any third party that has not been authorized by Hoymiles.

5. Exchange Service

Any products qualified for exchange within the warranty period will be replaced by a new product of the same type or an equivalent product in performance and quality, at Hoymiles' discretion. If the original product type is no longer available, Hoymiles may, at its sole discretion, provide a replacement product that differs in size, appearance, model number or power level, provided that such replacement product will be of equivalent or superior specifications and technically compatible with any other products provided by Hoymiles.

As part of the exchange process, the customer is obligated to provide the following required products' data and documentation:

Products' data, including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comments

Documents required for exchange, including:

1. Copy of the original purchase invoice
2. Detailed information about the entire system (e.g., system schematic)
3. Documentation relating to previous claims/exchanges (if applicable)
4. RMA (the template will be provided by Hoymiles Technical Service Center)

*Customers initiating a warranty claim or product replacement through the Hoymiles Exchange Program must submit clear evidence of the device's defect. This includes photos or videos demonstrating the malfunction, system logs or diagnostic data, Hoymiles ticket record and/or comprehensive written failure descriptions. Hoymiles may request further information if the provided evidence is inadequate. Failure to provide sufficient proof may result in the denial of the warranty claim or replacement request.

To request a replacement product, please contact Hoymiles Technical Service Center: service@hoymiles.com.

6. Hoymiles Responsibilities

Upon receipt of the required information listed in Section 5 and after attempts to correct the problem with the customer's assistance, Hoymiles will assign a unique case number to the customer. This number must be used in all communications regarding the exchange. Hoymiles will dispatch a replacement battery to the specified customer or installer location. Following the receipt of the replacement battery, the customer must return the allegedly faulty battery in the same packaging as the replacement battery if required by Hoymiles. Hoymiles will supply all labels, documentation, and freight details for the return of a potentially faulty battery. Hoymiles reserves all rights to collect all potentially faulty batteries if necessary.

7. Distributor Responsibilities

In the event of an equipment failure or fault, it is the responsibility of the distributor to work directly with the Hoymiles Service Center in order to limit the return of non-faulty equipment. The Hoymiles Service Center will work with the distributor to address the fault or fault message through telephone/online support.

The distributor shall collaborate with qualified installer to carry out the installation, commissioning and maintenance of the device. All such work must strictly adhere to the specifications provided by Hoymiles Technical Service Center and refrain from replacing or exchanging the equipment for customers without authorization from Hoymiles.

Note: To qualify for further replacement unit, the distributor must first contact the Hoymiles Service Center and fulfill the distributor's responsibilities under Section 6 of this document. A qualified installer must be present for the product exchange and re-commissioning.

During inspection by Hoymiles, if the allegedly faulty battery is found by Hoymiles to be ineligible for exchange under this policy, the distributor must provide proof of a valid warranty for the battery, a correctly issued receipt, and a valid RMA case number for the battery (as provided by Hoymiles Technical Service Center). In all instances, the installer is obliged to send the required defective products back to the distributor. The distributor shall then coordinate with Hoymiles Technical Service Center to determine whether the faulty equipment requires returns to Hoymiles designated warehouse.

8. Inspection Charge for Batteries Not Found Defective or not Eligible for Warranty

Hoymiles reserves the right to apply a flat-rate inspection charge of EUR 100 per unit, plus shipping and packaging, if a returned product claimed to be faulty is found by Hoymiles to have no defects warranting replacement under this policy, or if section 3's liability limitation applies, or if any other circumstances render this Limited Warranty not applicable.

9. Battery Replacement Procedure

Hoymiles must be provided with the relevant documents listed in Section 5. This procedure must be followed by a warranty claim to be applicable under the Exchange Program.

- a. The distributor must contact Hoymiles Technical Service Center and submit the required information as instructed in Section 5. As outlined in Section 7, the distributor will contact Hoymiles Technical Service Center to check whether there is a solution other than replacement.
- b. If the battery is deemed faulty and is eligible for the Exchange Program, Hoymiles will create a case number for the battery and inform the distributor.
- c. The battery will be shipped to the specified customer or distributor location at Hoymiles' cost.
- d. The distributor is required to arrange for the installation of the replacement battery by qualified installer and use the packaging to repack the faulty battery.
- e. For a faulty battery that is required to be returned to Hoymiles, Hoymiles will cover the costs of collection and shipment as detailed in Section 6, and the purchaser shall bear any applicable value added tax. The customer or distributor must assist with the shipping process. If the required faulty battery is not returned within ten working days of

receiving the replacement battery, Hoymiles reserves the right to invoice the relevant installer/distributor for the cost of the battery.

- f. If a defective battery is not returned to Hoymiles (when Hoymiles asks for it to be returned), Hoymiles reserves the right to invoice the relevant installer/distributor to the value of 80% of the FOB price.

10. Consumer Laws

If the purchaser acquires the product from an Authorized Reseller, local consumer law applies. The product comes with guarantees that cannot be excluded under consumer law. The purchaser is entitled to a replacement in the case of a major failure and compensation for any other reasonably foreseeable loss or damage. The purchaser is also entitled to have the goods repaired or replaced if the goods are not of acceptable quality but the failure is not major. The consumer benefits as provided by this warranty are in addition to any other rights and remedies available to the consumer under law in relation to the goods or services that the warranty covers.

11. Hoymiles Contact

Address: High Tech Campus 9, Unit BK3.28, 5656AE Eindhoven, the Netherlands

📞 Hotline:

- Netherlands: +31 852736388
- Germany: +49 6994322186
- France: +33 159131589
- Poland: +48 918821656

✉️ Email: service@hoymiles.com

Website: www.hoymiles.com

Appendix A

Usable Energy Test Standard:

Ambient temperature: (25±3) °C

Charge / Discharge method

1. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically.
2. Place the battery aside for 30 mins.
3. Charge the battery at the rated charge until it reaches the charge cut-off voltage or enters self-protection mode automatically.
4. Place the battery aside for 30 mins.
5. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically. Calculate the usable capacity of the battery. During this discharge, continuously monitor the current to ensure it remains at the rated discharge current (If constant current discharge is specified.)

Battery Usable Energy Calculation formula:

$$E = \int_{t=0} I * U * T$$

E: Usable Energy

T: Discharge Time

I: Discharge Current

U: Real-time Voltage

6. Charge the battery at the rated charge current until it reaches the charge cut-off voltage or enters self-protection mode automatically.

Note: For the battery's charge and discharge current and voltage operating ranges, please refer to the corresponding Product Specification Sheet.