

STANDARD WARRANTY

EXTENDED WARRANTY

1.0 DEFINITIONS

- 1.1. The warrantor for the limited warranties sets forth herein is Sungrow Mexico, as well as Sungrow Power Supply Co., Ltd. ("Sungrow").
- 1.2. The "Product" means the photovoltaic Inverters and peripheral devices manufactured by Sungrow and purchased from Sungrow by End-user.
- 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 Warranty.
- 1.5. "Distributor" means an entity who runs a non-competing business and buys Sungrow products or product lines, warehouses them, and resells them to retailers or directly to the end user or customer.
- 1.6. "Manual" means the current Sungrow installation, operation and maintenance guide for the Product covered under this Warranty that is provided in writing to the End-user.
- 1.7. "Service" means a site visit or remote services by Sungrow technicians in response to a claim.
- 1.8. "Site" means the location of End-user's Product that is covered under this Warranty.
- 1.9. "Warranty Period" means the period the Product is covered under this Warranty as set forth in Section 3.0.

2. LIMITED WARRANTY

- 2.1. Sungrow warrants that the Products are free from defects in material and workmanship.
- 2.2. If the End-user identifies any defect in the Product during the Warranty Period, the End-user will provide notice by phone or e-mail to the contact information provided by Sungrow within one business day of the date that the End-user identified the defect.
- 2.3. Within one business day after receiving the End-user's claim of a defect under this Warranty, Sungrow will notify the End-user by e-mail whether Sungrow accepts the claim. If accepted, Sungrow shall assign a service ticket number to the warranty work. If Sungrow rejects the claim because it is subject to one of the exclusions or limitations identified in this Warranty, Sungrow will provide detailed explanation in writing.
- 2.4. Sungrow's determination on whether to accept or reject a claim shall be final, though the End-user shall have the right to contest Sungrow's determination pursuant to the dispute resolution provision set forth in Section 12.0.
- 2.5. If Sungrow accepts a warranty claim submitted by End-user, Sungrow shall either send replacement Product to the End-user or shall dispatch technicians to the Site in order to perform on-site repair.
- 2.6. Sungrow will have sole discretion for determining whether it will pursue the repair or replacement remedy, but in either case, the costs of performing the remedial work (including, but not limited to, the costs of transporting replacement Products) shall be at Sungrow's expense, subject to a right of recuperation of those costs under the circumstances described in Section 2.11 below.
- 2.7. Sungrow may, in its sole discretion, engage third party service providers to perform any of the remedial work hereunder, provided that Sungrow shall be solely responsible for the actions or omissions of such third-party service providers.
- 2.8. The response times in which Sungrow will perform its remedial work are set forth in Table C.
- 2.9. Sungrow shall produce (or ask its service providers to produce) a field service report in respect of any onsite remediation work performed under Warranty.
- 2.10. If Sungrow sends replacement parts, the defective Products that have been replaced shall become the property of Sungrow, and the End-user shall collect and store those defective Products for Sungrow until such time as can collect said Products or arrange for shipment back to Sungrow. End-user's obligation to collect and store defective Products shall last for up to one (1) month in the countries and areas identified on Table C and in China, and up to one (1) year in the rest of the world; provided that Sungrow pays for all storage costs to store the defective Products.
- 2.11. If, after performing warranty work, Sungrow determines that the cause of the defect was not something for which this Warranty applies, Sungrow reserves the right to back charge the End-user for all reasonable costs

directly incurred by Sungrow in performing that work.

- 2.12.** This Warranty extends to the End-user of the Products, including any subsequent owner, operator, lessee or assignee of a lease at the same Site in which the Products are installed, with the exception that the continuation of the Warranty for an installed Product relocated to another site requires the unit be re-commissioned by Sungrow.
- 2.13.** 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 inverter model to settle a warranty claim, provided that such inverter model is functionally equivalent to the original inverter and does not affect the performance of the system to which the inverter will be installed. Any parts that are replaced may be new or reconditioned.
- 2.14.** All parts repaired or replaced pursuant to this Warranty will also be subject to the provisions of this Article 2.0 to the same extent as original Products. The Warranty Period with respect to repaired or replaced parts will run for the longer of the (i) the original Warranty Period for the defective Product or (ii) twelve (12) months from the date of completion of the repair or replacement.

3.0 WARRANTY PERIOD

The Warranty Period for a Product installed in Central America, Caribbean Region or Mexico are indicated in Table A below, and shall begin on the “Starting Date” set forth in the table below.

TABLE A

Products	Starting Date	Standard Warranty Period
String inverters residential family from 2 kW to 8.3 kW (for End- users purchased through Sungrow authorized Distributors)	The earlier date between: i) First-time commissioning date, or ii) Six (6) months after the date the Product was shipped to Customer.	10 years - Mexico 5 years - Central America and Caribbean Region
String C&I Inverters 25 kW, 33 kW, 50 kW, 36 kW and 60 kW (for End- users purchased through Sungrow authorized Distributors)		5 years for Central 5 years for String 2 years for non-integrated transformer
String Inverters 125 kW and SG250 kW families (for End-users purchased through Sungrow authorized Distributors)		
Central Inverters & Central PCS		
Transformers, Switchgear within Inverter Station Products		2 years
Equipment within Inverter Station Product, including container, excluding inverters, transformers, switch gear		
Re-combiners and Combiners		
Communication, Monitoring & Control Equipment		

4. EXTENDED WARRANTY PERIOD

- 4.1.** The Extended Warranty option is sold separately for Products that are currently within warranty.
- 4.2.** Extended warranty shall start only if Sungrow has received payment in full for the extension. Annual payments are accepted with an additional fee defined on the purchase order.
- 4.3.** The period covered by the Extended Warranty for Product installed worldwide (except mainland of People’s Republic of China) is indicated in Table B below.

TABLE B

Products	Extended Warranty (Available)
String Inverter SG125HV	5,10,15
String Inverters SC/SD & SG36CX/SG60CX /SG250HX	5, 10, 15,20
String Inverter Stations	5,10,15,20
Central Inverters and PCS	5,10,15,20
Re-combiners and Combiners	
Communication, Monitoring & Control Equipment	
Integrated MV Transformer	5

- 4.4. It is recommended that the extended warranty be purchased together with the Extended Warranty Maintenance Plan to comply with Sungrow standards.
- 4.5. The Extended Warranty Contact is only available for Sites with an installed monitoring system.
- 4.6. If purchasing an Extended Warranty, it must be purchased for every inverter on site.
- 4.7. Extended Warranty can be purchased from SUNGROW at the time of original purchase of the Product or within the first year after the installation of the Product. The length of Extended Warranty shall not be extended or reduced beyond the Extended Warranty term purchased by the End-user.
- 4.8. SUNGROW provides the full service for Products, including Service or replacement by latest Products.

5. WARRANTY EXCLUSIONS

- 5.1. This Warranty does not cover defects or damages caused by:
 - a. If customer takes responsibility for transporting the Product, any damages caused by Improper transportation and/or delivery.
 - b. Failure to properly store the Product before installation unless caused by Sungrow or its agents.
 - c. Improper installation unless caused by Sungrow or its agents
 - d. Use and application of the Product beyond the definition in the Product Manual
 - e. Failure to maintain the Product in accordance with the Sungrow Manual
 - f. Repair, adjustment or alteration, not authorized in writing by Sungrow
 - g. Force Majeure events
 - h. The customer's non-compliance with applicable regulations and standards
 - i. Voltage surge coming from PV array DC side or grid AC side.
- 5.2. This Warranty does not cover fuses, surge suppressors, filters, or cosmetic damages.
- 5.3. This Warranty shall be void, if
 - a. Serial number of the Product has been altered or cannot be clearly identified
 - b. The Product is moved to a new location without written approval from Sungrow
 - c. The End-user fails to make any Product subject of a claim available for inspection, testing and correction

6. FORCE MAJEURE

- 6.1. Sungrow shall not be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder due to an event of Force Majeure. "Force Majeure" means an act of god or other cause which is beyond the reasonable control of the party whose performance is affected by such event and could not have been avoided by the exercise of reasonable prudence, including but not limited to: extreme natural disasters (e.g. earthquakes, floods, landslides); explosions; fire; pandemics or epidemics; destruction of machines; equipment, factories and of any kind of installation to the extent caused by an event of Force Majeure; terroristic attacks; nuclear accidents; war, civil war or similar uprising; general strike (or lock-out) of a regional or national nature that is not targeted at Sungrow.
- 6.2. In the event of the occurrence of any Force Majeure event, Sungrow shall notify the End-user immediately in writing of the invocation of this section, and Sungrow's obligations hereunder shall be suspended for the duration of such Force Majeure event; provided that Sungrow 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 ninety (90) days in the aggregate in any six (6) month period, the End-user shall have the right to terminate this Warranty at any time upon written notice to Sungrow. Sungrow shall exercise commercially

reasonable efforts in accordance with prudent industry practices to alleviate and mitigate the cause and effect of such Force Majeure event. Reasonable actions must be taken to avoid and/or limit damages to the End-user.

7. END-USER'S OBLIGATIONS

- 7.1. In order to receive the benefits of this Warranty, the End-user must use the Product according to the Manual; reasonably protecting against further damage to the Product if a defect is discovered.
- 7.2. End-user shall provide Sungrow Service personnel with reasonable access to the Site and any special instructions needed to access the Site. Provided that Sungrow gives reasonable advance notice to the End-user of its intent to access the Site for Service, Sungrow shall have no liability if Site access is not provided and End-user will be invoiced for any costs incurred by Sungrow if an additional visit is required due to lack of access.
- 7.3. It is the End-user's responsibility to notify Sungrow of any hazards at the Site and to guarantee the Site is free from hazards or obstructions, and that all applicable Site safety precautions have been communicated to Sungrow in a timely manner. Sungrow shall ensure that its own personnel follow the safety precautions at the Site as provided by the End-user.

8. OTHER LIMITATIONS

- 8.1. Sungrow's obligations under this Warranty are valid only if the End-user complies with its payment obligations under the applicable purchase order. If the End-user is in breach of its undisputed payment obligations for the applicable Product, in accordance with the contract terms under which the Product is sold, Sungrow shall have no Warranty obligations with respect to such Product until the undisputed payment has been made in full to Sungrow. Also, during such time the period of this Warranty for the Product shall continue to run, and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

9. COSTS NOT RELATED TO WARRANTY

- 9.1. The 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. The End-user shall also be invoiced for, and shall pay, any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Sungrow representatives to the extent such costs and expenses are outside the terms of this Warranty.

10. LIMITS OF LIABILITY

- 10.1. This Warranty constitutes End-user's sole and exclusive remedy for claims against Sungrow in respect of defective or non-conforming Products hereunder and is in lieu 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 representation is hereby excluded. In no event shall any claim, failure of any Product hereunder, or breach of this Warranty, render either party, its affiliates, subcontractors or suppliers liable to the other party 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. Each party's total liability for any and all warranty claims and costs under this Warranty shall not exceed the total purchase price for the Product that is the subject of a claim.

11. WARRANTY CONTRACT EFFECTIVE DATE, APPLICATION AND VALIDITY

- 11.1. This Warranty is valid as of the date of the applicable purchase order or purchase agreement between the parties and shall be applicable to all those Products purchased under such purchase order or purchase agreement. Sungrow reserves the right to make any changes and modifications to this Warranty, at no prior notice, for future, unsigned purchase orders or contracts, in addition to the right to decide whether to accept new contracts or annual contract renewals.

12. PRICE

- 12.1. For services not covered under this Warranty, Sungrow will charge based on its standard service price schedule. Sungrow reserves the right to revise prices with respect to the services.

13. PAYMENT TERMS

13.1. The payment for the service contract should be paid by End-user within thirty (30) days after the date Sungrow's invoice therefore.

14. DISPUTE RESOLUTION.

14.1. Any dispute under this Warranty which cannot be resolved by the good faith negotiation of the parties shall be finally settled by binding arbitration before a panel of three arbitrators selected and appointed in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") then in effect on the date the dispute is submitted to the AAA (the "Rules"). The venue of the arbitration proceedings shall be Mexico City, Mexico, and the language to be used in the arbitration proceedings shall be English. Unless prohibited by applicable laws, the arbitrator(s) shall have the power to issue interim measures, including but without limitation measures for preservation of property, attachment, preliminary injunction, replevin, preservation of evidence, etc. to avoid irreparable harm, maintain the status quo, or preserve the subject matter of the dispute. All the arbitration costs - including but not limited to the costs of the arbitrators (whether local or foreign arbitrators), all fees charged by the arbitration institution, experts' fees, and reasonable attorneys' fees -- shall be borne by the losing party. This Warranty shall remain in full force and effect pending the resolution of any dispute hereunder, and each party shall continue to perform its obligations not relating to the pending dispute during the pendency of any dispute. This Warranty is governed by and shall be interpreted in accordance with the laws of the State of California, without reference to conflicts of law.

TABLE C

Special Terms of Warranty Limitation

The Special Terms are suitable for the Products installed in the specific countries following:

Country ¹⁾	Reaction Time ²⁾	Warranty Reimbursement Policy	Costs of Products failures
Germany, United Kingdom, Honshu the main island of Japan	24 Hours	For string inverters only, and subject to the conditions set forth in Sungrow's Installer Warranty Reimbursement Policy, Sungrow will reimburse the End-user certain amounts associated with warranty services performed by third party installers. ³⁾	SUNGROW covers the following Service costs: 1. Transportation, accommodation, visa application, costs of SUNGROW's technicians; 2. Shipment expenses, taxes, and customs of delivery spare unit/part.
Australia, Austria, Belgium, Denmark, France, Greece, Italy, Luxemburg, Netherlands, Spain, Turkey, Croatia, Czech Republic, Poland, Romania, Slovakia, Slovenia, Malaysia, Thailand, South Korea, Philippine, Vietnam, India, United States (excluding Alaska), Brazil, Argentina	48 Hours		
Rest of EU, Indonesia, Chile, Canada, Mexico, Central America and Caribbean Region.	72 Hours		

Note:

- 1) The mainland only, excluding the islands within the territories of the countries.
- 2) The working days only, excluding all local public holidays or weekends.
- 3) All prices set forth in the Installer Warranty Reimbursement Policy include VAT.