

ZONERGY WARRANTY (EUR WARRANTY REGION)

1. Limited Warranty

This warranty is only valid for products sold and installed after January 2023. This is the only exclusive remedy available to the end user and is a statement of ZONERGY's limited liability for repairs to the product. This Warranty card does not exclude or limit any legal rights you may have under the laws of your country.

ZONERGY and distributors, installers and end users shall mutually agree that the necessary verification is required before determining whether the product is defective.

ZONERGY reserves the right to modify or update this warranty at any time without notice. ZONERGY reserves the right of final interpretation of this Warranty Card.

2. Scope of warranty

2.1 Inverter and accessories products warranty specifications:

Product Type	Specification	Warranty Period	Warranty Mode
PV folding panel	ZPM 120/200 baldr	1 year	<ul style="list-style-type: none"> ● Remote technical support ● Return-to-factory maintenance ● Replacement with spare equipment
PV panel	ZPM 410/550	12 years	
Portable power	Baldr 700/1000/2000 S0	2 years	
Grid-connected inverter (Single Phase)	Mercury series	5 years	
Grid-connected inverter (Three Phase)	Apollo series	5 years	
Energy storage inverter (Single Phase)	Venus series	5years	
Data collector	Wifi/GPRS	2 years	

✧ Venus series offers a 5+5 year warranty, details can be obtained by contacting a ZONERGY Europe Srl or an authorized distributor. The second 5 years, if the product does not affect the use of the case, the LCD screen, cables, plugs and other vulnerable parts are not covered by the warranty.

✧ During the warranty period, if the product is discontinued, ZONERGY has the right to use new parts or repair parts that meet the standards to repair the equipment; Or to provide replacement products of no lower performance than the original products, in accordance with the quality warranty. Repair or replacement of the mainframe is at the sole discretion of ZONERGY. The unit or part that is replaced will retain the original product warranty. If the remaining warranty period of the original product is less than 1 year, the warranty period will be extended to 1 year from the date of completion of the replacement.

2.2 Battery warranty Specifications

Product Type	Specification	Warranty Period	Warranty Mode
Energy storage battery	Limestone series	10 years	<ul style="list-style-type: none"> ● Remote technical support ● Return-to-factory maintenance ● Replacement with spare equipment

Quality assurance capacity test conditions: at the ambient temperature of 25 ° C ±3 ° C, after charging to 100% SOC, stand for 10 minutes, discharge the battery under test at set current 0.2C to discharge

termination voltage, and record the released electricity in the process, which is not less than 70% of usable capacity.

The prerequisites for the 10-year effective performance guarantee are as follows:

- ✧ After the battery is purchased, it needs to be installed within one month. If the battery fails, it needs to be reported within two weeks. Due to a long time without charging, resulting in excessive battery discharge resulting in damage to the battery cell, no longer covered by the warranty.
- ✧ The operation and service life of the battery is related to the operating temperature. Install the battery at a temperature equal to or better than the ambient temperature. The recommended operating temperature of the battery is 15 to 30 °C, and the ambient temperature during product operation should not be lower than -10°C or greater than 50°C.
- ✧ 10 years of performance warranty: ZONERGY warrants that the battery system (a) retains either seventy percent (70%) of Usable Energy for ten (10) years ; or(b) 4000 full charge cycles from the warranty start date, whichever comes first.

3. Warranty start time

The warranty effective date means the start date of the invoice, -or the date of successful completion of the installation that in any case it has to be done within maximum 6 months for batteries and 1 year for hybrid inverter , whichever comes first. The replacement service applies only during the warranty period.

4. Limited warranty coverage

This warranty applies to the original ZONERGY product purchaser and is transferable only as long as the product is still installed in the original location of use. This warranty applies only when installed by a qualified authorized professional. If a used inverter is sold through an unlicensed sales channel, this warranty will be void.

The terms apply to equipment purchased from ZONERGY or an authorized distributor and installed in the UK. Equipment sold in one country but installed in another will void the warranty if written confirmation or approval from ZONERGY is not obtained prior to installation.

5. Warranty exclusions

The following conditions may cause equipment failure, but are not covered by ZONERGY's limited warranty:

- 1) Appearance of inverter and battery wear and cable wear during use.
- 2) External mechanical force causes damage to the system, such as collision or deformation.
- 3) Incorrect installation or operation, or unauthorized installers performing maintenance against ZONERGY's instructions, resulting in equipment failure or damage, such as inadequate insulation due to a broken DC cable, ensure that the maximum PV input power does not exceed 1.5 times the rated power of the inverter . In extreme cases, PV group open circuit Voltage does not exceed inverter Max. PV Input Voltage.
- 4) Disassembly, repair, modification, part replacement by any third party company or individual not authorized by ZONERGY.
- 5) Failure or damage caused by unforeseen circumstances, human factors or force majeure, including but not limited to theft, heavy rain, flooding, overvoltage, insect infestation, improper handling, misuse, negligence, fire, water, lightning or other natural phenomena.
- 6) For products fitted with SPD modules, SPD will not be able to protect the inverter when lightning is out of its protection range. The ZONERGY Limited warranty does not cover inverter or accessory damage caused by such lightning strikes.

- 7) Violation of safety regulations (VDE, IEC, etc.) or safety warnings or safety specifications specified in the product manual or other documentation during use.
- 8) Failure or damage to the equipment due to rusting of the equipment housing due to harsh environmental conditions or exposure to coastal environments, salt water or other corrosive atmospheric or environmental conditions without prior written confirmation or approval by ZONERGY prior to installation. In the event of wear and tear during the installation of the C5 housing, where the product is installed 2 to 5 km from the sea, the warranty period will be limited to 2 years. If the product is installed within 2 km of the sea, the warranty is void. For devices with C5 housing in good condition, the warranty will be limited to 2 years if the product is installed within 500 meters from the sea.
- 9) Unless a special agreement has been signed between ZONERGY and the battery manufacturer, it is the responsibility of the installer or system integrator to check the safety, system performance and reliability of the battery pack that has been tested for compatibility with the ZONERGY inverter but is not included in our "Approved Battery Statement". ZONERGY shall guarantee the inverter's performance under normal operating conditions during the standard warranty period and provide limited technical support where applicable. However, ZONERGY disclaims any liability for any system failure or any loss or damage arising therefrom.
- 10) Failure to report a product malfunction to ZONERGY or an authorized distributor within one month of the discovery of a product malfunction or product failure.
- 11) To fix hardware vulnerabilities and eliminate potential risks, ZONERGY will offer remote software upgrades to improve product performance. ZONERGY strongly recommends that end customers connect ZONERGY products to our Intelligent Energy Management System (EMS) portal or provide us with access so that a third party can monitor the system's remote upgrade path. Please note that if ZONERGY is unable to perform a remote upgrade due to the customer's failure to provide ZONERGY, authorized resellers, or authorized installers with the aforementioned connection or access, the customer shall bear the adverse or negative consequences associated with this vulnerability and risk. In addition, the limited warranty provided by ZONERGY may lapse.
- 12) The product is operated in an environment beyond the scope of installation and service conditions specified in the relevant national standards and in a harsh environment beyond the scope specified in the user manual.
- 13) Improper transportation and delivery or improper storage before installation.

Any product failure after the expiration of the warranty, or any failure that occurs during the warranty period, including in the above warranty exceptions, is deemed to be outside the warranty coverage by ZONERGY or ZONERGY's distributor, and for all instances of outside the warranty coverage, ZONERGY or ZONERGY's resellers may charge customers for field service, parts, labor and logistics, including any or all of the following:

- ✧ Field Service Fee: The cost of travel and time for technicians to provide field service, as well as the cost of labor for technicians to repair, maintain, install (hardware or software), and debug defective products.
- ✧ Part or material cost: The cost of replacing the part or related materials (including any applicable shipping or administrative costs).
- ✧ Logistics costs: Shipping costs and any other expenses incurred when a customer sends a defective product to ZONERGY or when a repaired product is returned to the customer by a ZONERGY dealer.

6. Distributor and installer obligations

ZONERGY authorized distributors and on-site installers must be trained by ZONERGY and registered. Otherwise, ZONERGY will not provide technical support, and any problems arising in the product installation process shall be borne by the distributor and installer.

7. End User obligations

In order to receive the benefits of this warranty, the end user must use the product in a normal manner;

Comply with the current manual for this product; Prevent further damage to the product if a defect is found. End users should provide power station authorization to ZONERGY Authorized service personnel. It is the responsibility of the end user to notify ZONERGY Authorized service personnel of any hazards at the site and to ensure that the site is free of hazards or obstructions and that all safety precautions at the site are followed.

8. Warranty claims policy

During the installation process, the authorized site installation personnel should notify the authorized distributor in time if they find the equipment malfunctions or anomalies. If the authorized dealer cannot solve the problem, please contact ZONERGY technicians immediately, and provide videos, pictures, equipment serial numbers, etc. to assist the technicians to locate the problem remotely. If the fault is confirmed to be due to improper installation, ZONERGY reserves the right to require the distributor or installer to assume the corresponding responsibility.

If the installation of the equipment is not authorized by ZONERGY, ZONERGY technicians have the right to refuse technical support during the installation process and hold the authorized Installer responsible. The loss caused to the end customer shall be borne by the authorized Distributor.

If the product fails during the installation process or during the warranty period, and the fault is covered by the warranty, if you need to replace or repair your product, you must collect the necessary information in advance including but not limited to invoices, equipment serial numbers, installer information, fault phenomena, etc., and send it to ZONERGY, the authorized distributor and the authorized installer.

For equipment repair or replacement, two verification processes are required: ZONERGY technical support personnel or authorized installers participating in the installation remote or on-site confirmation; A ZONERGY technical support person performs a secondary confirmation of the dealer's repaired product.

ZONERGY and its distributors may choose at their sole discretion:

- A. Modify the configuration or update the software to resolve the issue.
- B. Replace the spare parts to repair the product.
- C. Replace with a new or refurbished product that is at least functionally equivalent to the original product, or an upgraded model that is at least functionally equivalent to or better than the original product. If the product is replaced during the warranty period, the warranty period of the replacement product shall equal the remaining warranty period of the original product. If the remaining warranty period is less than one year after the replacement, the warranty period shall be extended to a full year.
- D. The on-site repair costs caused by the quality of the equipment itself shall be borne by ZONERGY. If after investigation, non-equipment quality reasons, on-site maintenance costs shall be borne by the applicant.

9. Price and payment terms

Unless otherwise specified, the right to repair under this document does not include the following:

- a. The cost of transportation of damaged products when they are sent to the factory for repair and does not include the cost of transportation when the products are received.
- b. Labor, equipment or transportation costs incurred in disassembling the damaged product and reinstalling the repaired product.

For services not covered by this warranty, ZONERGY's service staff will charge a fee of one hundred (100)USD/ hour or eighty (80)EUR/ hour on working days; The limit is one thousand (1000)USD or eight hundred (800)EUR on weekdays and one thousand two hundred (1200)USD or one thousand (1000)EUR on holidays, including travel time and return time from the nearest repair station to the claim equipment.

ZONERGY reserves the right to adjust the price.

10. Contact information

Service hotline :+39 02 971305 78 / 80

Service Email :eu_support@zonergy.com

Web site :http://www.zonergy.com