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LIMITED WARRANTY TERMS AND CONDITIONS

Conditional For Australia and New Zealand Market Only

A. Background and Scope of Solis Limited Warranty:

Ginlong Technologies Co., Ltd. ("Ginlong Solis") sells Solis Products (as further defined in Section E) in Australia either directly itself or through an Authorized Distributor. This document provides information about the Limited Warranty offered by Ginlong Solis for the Solis Products (the "Solis Limited Warranty, as further defined herein), including the Limited Warranty start date and duration, information regarding how to make a claim for Limited Warranty services (the "Limited Warranty Claim"), and requirements for a valid Limited Warranty Claim. The benefits provided to Customer (as defined below) by the Solis Limited Warranty are in addition to other rights and remedies available to Customer under the law.

Ginlong Solis grants a Solis Standard Limited Warranty of 5 years for Solis Inverter, and extra 5 years for Solis String Inverters under 110kW capacity, or 2 years for Solis Accessories (each as defined in Section D) to a customer that is the owner of the applicable Solis Product ("Customer"). Customer may make a Limited Warranty Claim under the applicable Solis Limited Warranty subject to and on the terms of this document.

Solis Limited Warranty is conditional on:

(a) the Solis Product being registered on Solis Cloud;

(b) the Solis Product connection being maintained with the Solis Cloud monitoring platform; and

(c) the Solis Product is installed and maintained by SAA or SEANZ or New Zealand equivalent accredited technicians as per the Ginlong Solis installation and operation manual.

Customer may choose to register and to purchase an Extended Limited Warranty in respect of a Solis Inverter in accordance with Section J (b) of this document. For the avoidance of doubt, the Limited Warranty for Solis Accessories is limited to two (2) years and cannot be extended. Please note that whether or not agreed in this Solis Limited Warranty, Extended Limited Warranty is only limited to the replacement of the Products' hardware.

Ginlong Solis authorizes Solis Australasia Pty Ltd (ACN 145 320 181), a wholly owned subsidiary of Ginlong Solis ("Solis Australasia") to provide services to comply with the applicable Solis Limited Warranty, and to act as the entity to which any Limited Warranty Claim must be made in order to be effective.

The Solis Limited Warranty under this document is available on and from 1 January 2024 ("Limited Warranty Validation Date"). Unless otherwise agreed in writing, the Solis Limited Warranty under this document is not applicable to any Solis Product sold prior to the Limited Warranty Validation Date. For the avoidance of doubt, the original terms and conditions supplied with that Solis Product will continue to apply for any Solis Product sold prior to the Limited Warranty Validation Date.

B. Limited Warranty Claim eligibility:

A Limited Warranty Claim may be made in respect of a Solis Product only if a defect exists at the time of the commencement of, or arises during, the applicable Limited Warranty Period as a result of defective materials or defective manufacture.

C. Making a Limited Warranty claim:

1. Subject to any rights Customer may have at law, in order for a Limited Warranty Claim to be effective, Customer must notify Solis Australasia of the defect within 30 days after the time that the defect first became apparent to Customer by sending written notice to the Solis Australasia Service Department at:

   Service Department Contact Details:
   T: 1800928995
   E: service@solisinverters.com.au
   Address: 5 / 109 Tulip Street, Cheltenham, Victoria, 3192
   ABN: 89 145 320 181

2. Within 3 days after the date Customer has notified Solis Australasia of the defect in accordance with C.1, Customer must complete and submit additional required information on line at www.solisinverters.com.au This online submission must include details of the Solis Product defect, the purchase invoice, the serial number of the Solis Product and, where necessary, proof of payment of the applicable Extended Limited Warranty. A Limited Warranty Claim may be rejected should Customer fail to provide required information / proof.

D. Costs and expense of making a Limited Warranty claim:

1. Subject to any rights that Customer may have under the Australian Consumer Law, any cost or expense that Customer incurs in making a Limited Warranty Claim or receiving the benefit of the applicable Solis Limited Warranty, is Customer's sole responsibility. Further, it is Customer's responsibility to substantiate any Limited Warranty Claim in respect of any Solis Limited Warranty, including but not limited to the requirements stated in this document, and to satisfy any condition of making a Limited Warranty Claim, including proving any defect and the cause of that defect.

2. If Solis Australasia receives a Limited Warranty Claim demonstrating a defect and the cause of that defect, and such Limited Warranty Claim is otherwise compliant with this document, Solis Australasia will provide services on behalf of Ginlong Solis to fulfill the applicable Solis Limited Warranty. Such services may result in the replacement or repair of the applicable Solis Product.

3. If any Solis Product is replaced or repaired pursuant to the Solis Limited Warranty, that Solis Product replacement will have the benefit of a Limited Warranty Period equal to the greater of (a) the remaining period of the original Limited Warranty Period, or (b) three (3) months. Solis Australasia will automatically register the remaining Limited Warranty Period for the Solis Product replacement; Customer will not receive a new certificate for the remaining Limited Warranty Period.

4. If any Solis Product or any part thereof is replaced by Solis Australasia pursuant to the Solis Limited Warranty, all of the right, title and interest in that Solis Product / part shall transfer to and vest in Ginlong Solis upon it being replaced. Customer must, at Customer's cost, return to Solis Australasia any replaced Solis Product / part in the original packaging or equivalent. If the Solis Product / part is not received by Solis Australasia within 60 days from the date of its replacement, Customer will be charged for the replacement Solis Product / part at the current price for a new Solis Product / part, and Customer must pay that charge on request and such charge will become due and payable immediately. In addition, the applicable remaining Limited Warranty Period for that replacement Solis Product pursuant to D 3 will become void from the date that is 5 days after the payment due date, unless otherwise agreed by us in writing.

5. If Customer makes a Limited Warranty Claim and: (a) a service provider of Solis Australasia attends Customer's premises in relation to the Limited Warranty Claim; or (b) Customer returns the Solis Product or part to Solis Australasia, and either no defect is found or such defect is not covered by the applicable Solis Limited Warranty,

Customer will be charged for the call out fee of the service provider or the cost and expenses incurred by Solis Australasia, and Customer must pay that charge upon request.

6. To the extent permitted by law, a Limited Warranty Claim under the applicable Solis Limited Warranty is the exclusive and sole action, claim, right and remedy that Customer has arising from, in connection with, in relation or in respect of any defect and the consequence of any defect, direct or indirect, including any cause of action whatsoever or howsoever arising, including for any breach of contract or any duty of care.

E. Solis Products subject to this Limited Warranty:

For the purpose of each applicable Solis Limited Warranty, Solis Product means a Solis inverter ("Solis Inverter") or any Solis accessory (including communications dongles and export power management devices) ("Solis Accessory") which:

1. was manufactured by or on behalf of Ginlong Solis;
2. bears a trade mark owned or used by Ginlong Solis (generally "Solis");
3. was purchased directly from Ginlong Solis or from an Authorized Distributor in Australia;
4. was installed by Solis Australasia or its authorized service agent, or installed by a qualified installer approved by Solar Accreditation Australia (SAA) in accordance with the installation instructions supplied with the Solis Product;
5. was purchased in Australia; and
6. was manufactured after January 1, 2024.

The Solis Limited Warranty specifically excludes fuses and any other part that may wear over time, which does not constitutes a defect for purposes of the Solis Limited Warranty.;
For Solis Inverter, this Limited Warranty is only applicable after the Solis Inverter has been registered on Solis Cloud.

F. Limited Warranty exclusions and disclaimer

Ginlong Solis and Solis Australasia shall not be liable under any applicable Solis Limited Warranty:

1. if the Solis Product does not belong to the person making the Limited Warranty claim, including possession due to theft;
2. if notice of the defect is not provided to Solis Australasia within the applicable Limited Warranty Period in accordance with this document;
3. if the defect has been caused by any other circumstance, event or matter, including another component in the Customer's photovoltaic system, or any other component, device or appliance at the installation site;
4. if the defect could not be identified upon examination of the Solis Product at the time of purchase or installation;
5. unless the Solis Product was installed by Solis Australasia or its authorized service agent, or installed by a qualified installer approved by Solar Accreditation Australia (SAA) in accordance with the installation instructions supplied with the Solis Product;
6. unless the Customer has paid in full all amounts owing to Ginlong Solis when it is payable and due;
7. if the defect is contributed to or was caused by any improper use of the Solis Product, including failure to comply with any instruction supplied with the Solis Product, or use of the Solis Product for any purpose other than that for which the Solis Product was designed or intended;
8. if the defect occurred wholly or partially as a result of any act or omission by the Customer, or any person, other than a person employed or sub-contracted by Ginlong Solis;
9. if the Solis Product is not satisfactorily maintained, is subject to any misuse, neglect, accident or abuse or the Customer continues to use the Solis Product after the defect becomes apparent;
10. if the Solis Product is repaired, or any attempt is made to repair the Solis Product, by anyone other than a CEC accredited repairer authorized by Solis Australasia, or its authorized service agent acting at the direction of Solis Australasia;
11. if the Solis Product is moved for any reason after it has been installed (regardless of whether the Solis Product is subsequently reinstalled or moved back to the same location) unless the Solis Product is reinstalled at the same address by a Solar Accreditation Australia (SAA) qualified installer nominated by Solis Australasia and is stored during any interim period in accordance with that installer's instructions;
12. for any damage or defect caused by lightning, flood, power surge, fire, pest damage, corrosion, actions of third parties or any other circumstance, event or matter (including any act of God or accident), outside Ginlong Solis' reasonable control and not arising under normal and standard operating conditions;
13. if the Solis Product is altered or modified in any way (including if the Solis Product's serial or identification number is altered, defaced or removed) unless such modification has been approved in writing by Ginlong Solis prior to that alteration or modification;
14. if the defect is a result of normal wear and tear; or
15. if the defect does not affect the basic performance of the Solis Product, such as an external scratch or stain, or natural mechanical wearing which does not represent a defect;
16. if the Products are described in a quotation or delivery note as 'ex-display' or 'reconditioned' (A separate Limited Warranty extension may have been issued to cover such Products);
17. for access, labour or transport costs;
18. for loss or damage occurring whilst in transit;
19. for Items ancillary to installation not supplied by Ginlong Solis;
20. for duties, import / export fees or costs and other general administrative costs;
21. for consequential damages including but not limited to loss of revenue;
22. for non-conformity with local certification requirements because of their changes during the Limited Warranty Period;
23. for improper handling, transportation, storage, or repackaging by anyone other than Ginlong Solis;
24. for failure to initially purchase the Products from Ginlong Solis or the authorized reseller of Ginlong Solis;
25. for failure to return the replaced Products to Ginlong Solis or the authorized reseller in time;
26. for expiry of the Limited Warranty Period;
27. for failure to comply with Product manuals or other applicable documentation;

28. for failure to meet system requirements, including but not limited to ambient environment or external electricity parameter settings, as stated in any applicable written documents;
29. for Improper system design, including insufficient protection from lightning or other environmental conditions;
30. for accident, negligence, misuse, abuse, neglect, or intentional damage;
31. for improper site preparation, installation, commissioning, or maintenance;
32. if Products are opened, modified, or disassembled without Ginlong Solis' prior written consent;
33. for adjustment, change, or removal of identification marks not in compliance with Ginlong Solis' requirements or instructions;
34. If the defect was caused by use in combination with software, equipment, and batteries not certified and listed on Ginlong Solis' approved list for operation in the applicable territory with Ginlong Solis' Energy Storage Inverter;
35. If the defect was caused by the problems in the Customer's premises; and
36. for failure to observe safety regulations..

Each item in this Section F is to be construed and interpreted separately and distinctly, and is to be given the broadest meaning practicable.
For the avoidance of any doubt, any and all warranties or conditions that are not guaranteed under the Australian Consumer Law or the Australian Competition and Consumer Regulations 2010 and that are not expressly included in this document as additional warranties or conditions are excluded.

G. Limited Warranty holder and transferability

1. Subject to Section G 2, the applicable Solis Limited Warranty is to be provided only to the owner of the Solis Product and is not transferrable without Ginlong Solis' written approval. A transferred Limited Warranty will be valid for the remainder of the Limited Warranty Period.
2. This Limited Warranty is transferrable and a Limited Warranty claim may be made if the person making the Limited Warranty claim in respect of the applicable Solis Product is able to provide ownership and provides a copy of proof of purchase of the Solis Product and, if applicable, proof of payment for the Extended Limited Warranty.

H. Data Protection

1. In making any Limited Warranty claim, Customer consents to Ginlong Solis accessing, collecting, processing, storing, using, and sharing by any means information in any way arising from, in connection with, in relation to or in respect of any defect and its causes, including detection, identifying and debugging when providing applicable Solis Limited Warranty services ("Data"). All Data collected will remain Customer property and Customer represents and warrants to Ginlong Solis that Customer has obtained all consents necessary for Ginlong Solis and its authorized representatives to access, collect, process, store, use and share, and otherwise use, Data, without restriction. Customer must ensure that all steps are taken and maintained so that any access, collection, processing, storing, use or sharing, or any use otherwise, of the Data as envisaged by this document will not breach any applicable data protection laws.
2. If Customer returns any Solis Product to Ginlong Solis or its authorized representatives, Customer must back up any information stored in the Solis Product. Ginlong Solis and its authorized representatives are not responsible for any loss or any information stored in any Solis Product. In returning any Solis Products to Ginlong Solis or its authorized representatives, Customer authorizes Ginlong Solis and its authorized representatives, in our absolute discretion, to transfer the returned Solis Products to our service center in any other country, in which we will not be responsible for how any returned Solis Product is handled.
3. To the maximum extent permitted by law, under no circumstances shall Ginlong Solis or its authorized representatives, or any of its/their officers, directors, employees or affiliated companies be liable for any damage or loss whatsoever and howsoever arising from, in connection with, in relation or in respect of any Data or any information stored in Solis Product (including any act or omission in respect of it).

I. Limited Warranty Period

The period during which the Solis Warranty is in effect will depend upon the Solis Product to which it relates and the type of Solis Limited Warranty selected. In all cases the commencement date for the Limited Warranty Period is the later of: (a) the date the Solis Product is installed at Customer's premises; or (b) the actual date of purchase, as reflected on the receipt or proof of purchase from Ginlong Solis or the Authorized Distributor (**"Limited Warranty Commencement Date"**). The Limited Warranty Period will end on a date based on the type of Solis Product and the type of Solis Limited Warranty selected unless the applicable Solis Limited Warranty becomes void earlier in accordance with this document, in which case the Limited Warranty ends on the void date (**"Limited Warranty Period"**) Please refer to Table 1 for the applicable Limited Warranty Period for each of the Solis Limited Warranties:

Table 1

Solis Limited Warranty	Solis Inverters	Solis Accessories
Solis Standard Limited Warranty	5 years from the Limited Warranty Commencement Date	2 years from the Limited Warranty Commencement Date
Solis Optimum 10 Limited Warranty	10 years from the Limited Warranty Commencement Date	N/A
Solis Optimum 15 Limited Warranty	15 years from the Limited Warranty Commencement Date	N/A
Solis Optimum 20 Limited Warranty	20 years from the Limited Warranty Commencement Date	N/A
Solis Extra Limited Warranty	10 years from the Limited Warranty Commencement Date	N/A

Other than the Solis Standard Limited Warranty, each Solis Limited Warranty listed in the first column of Table 1 is an Extended Limited Warranty, covered in greater detail in Section J.b. For the avoidance of doubt, the Limited Warranty Commencement Date under this document must be on and from the Limited Warranty Validation Date.

J. Types of Limited Warranty

a. Solis Standard Limited Warranty

On and from the Limited Warranty Commencement Date, Customer is entitled to the following Solis Standard Limited Warranty Services, free of charge:

- Solis Australasia at its election will replace or repair the defective Solis Product, or refund or credit an amount equal to the purchase price of the defective Solis Products, net of all taxes, charges, or other levies paid.
- Solis Australasia may, at it its own discretion, use a new or refurbished product/part for replacement.
- Unless otherwise agreed by Solis Australasia in writing, the following costs are not covered under the Solis Standard Limited Warranty:
  - costs of removal or installation of Solis Products;
  - costs of removal of damaged of installed default Solis Product; and
  - transport cost incurred in relation services provided by Solis Australasia.
- In all cases, if the Customer's premises are located more than 50 kilometers from the nearest Ginlong Solis' authorized service agent's locations, then the Customer will be liable for any freight costs, fees, charges or levies Solis Australasia or its authorized service agent may incur as a result of fulfilling its obligations to comply with the applicable Solis Limited Warranty.

b. Extended Limited Warranty

Unless otherwise agreed by Ginlong Solis in writing, Customer may, at any time within the first 12 months after the Limited Warranty Commencement Date, register and purchase any of the extended warranties set forth in Table 2 for a Solis Inverter ("**Extended Limited Warranty**"), at www.solisinverters.com.au:

Option	Name of Extended Limited Warranty	Scope of services
Option 1	Solis Optimum 10 Limited Warranty	Solis Standard Limited Warranty Services
Option 2	Solis Optimum 15 Limited Warranty	Solis Standard Limited Warranty Services
Option 3	Solis Optimum 20 Limited Warranty	Solis Standard Limited Warranty Services
Option 4	Solis Extra Limited Warranty	This constitutes two parts of services: •For the first 5 years from the Limited Warranty Commencement Date, Solis Standard Limited Warranty will apply; and •For the subsequent 5 years after expiry of the first 5 years, Ginlong Solis will only provide the relevant replacement part or a replacement device.

Unless otherwise stated in the document, the commencement date of the Extended Limited Warranty remains the Limited Warranty Commencement Date, not the purchase date of the applicable Extended Limited Warranty. If the Customer applies for extended Limited Warranty Period, the Products need to be delivered to the place designated by Ginlong Solis. The service scope of extended Limited Warranty is limited to the replacement or repair of the Products' hardware. For other conditions and details of extended Limited Warranty, please refer to Ginlong Solis' policy or the written agreement between Ginlong Solis and the Customer.

Extended Limited Warranty is only valid from the date when full payment has been received by Solis Australasia.

K. Limitation of Liability

Except for the Solis Limited Warranty (as applicable) set out above, and except for any liability in connection with the supply of Solis Product imposed on Ginlong Solis by Australian Consumer Law and other similar state and territory legislation (including for breach of implied conditions and warranties) which cannot, or which can only to a limited extent, be lawfully excluded, all liability of, and conditions and warranties relating to the supply of the Solis Products by Ginlong Solis, to the maximum extent permitted by law, are hereby expressly excluded. Any such liability which cannot be lawfully excluded is limited, at Ginlong Solis' option, to any one or more of the following:

- the replacement of the Solis Product or the supply of equivalent product;
- the repair of the Solis Product;
- the payment of the cost of replacing the Solis Product or of acquiring equivalent product; or
- the payment of the cost of having the Solis Product repaired.

L. Australian Consumer law

Under section 102 (1) of the Australian Consumer Law, we are required to draw to your attention to the following, which applies where Customer acquires goods as a consumer (as defined under the Australian Consumer Law):

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

M. Definitions

Australian Consumer Law means Schedule 2 of the Competition and Consumer Act 2010 (Cth).
Authorized Distributor means a distributor in Australia as authorized by Ginlong Solis from time to time.
Solis Limited Warranty means the Solis Standard Limited Warranty or applicable Extended Limited Warranty, as the case may be.

NOTE: This Limited Warranty is provided in addition to other rights and remedies held by Customer as a consumer at law. Solis Products come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Limited Warranty is an exercise and statement by Ginlong Solis of its legal rights to the extent permitted by Australian law, but shall not be construed as a violation of relevant Australian law.

Version: Solis-20240802-GL

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