

TSUNESS Warranty Terms & Conditions

This policy governs the replacement program for TSUNESS hybrid inverter, AC coupled inverter, AC coupled unit, battery, micro inverter, easy solar kit, etc (the “product”) covered by TSUNESS’ warranty (the “Replacement Program”). Parties wishing to participate in the Replacement Program must abide by the procedures and requirements set forth in this policy. TSUNESS may, in its sole discretion, reject the replacement of any product not returned in accordance with this policy.

1. Warranty Claims

The standard warranty period for products is listed as below.

Product Line	Warranty Period
TSOL-M Series Micro Inverter	144 months
TSOL-ESK Series Easy Solar Kit	144 months
TSOL-ACU Series AC Coupled Unit	Inverter: 60 months BMS: 60 months Battery Pack: See Section 2
TSOL-HSU Series Hybrid Storage Unit	Inverter: 60 months BMS: 60 months Battery Pack: See Section 2
TSOL-B Series Battery	BMS:60 months Battery Pack: See Section 2
TSOL-H Series Hybrid Inverter	60 months
TSOL-A Series AC Coupled Inverter	60 months

PLEASE NOTE, THIS WARRANTY POLICY IS LIMITED TO THE TSUNESS PRODUCTS RANGE ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY TSUNESS WITH A TSUNESS PRODUCTS PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

The warranty period commences from the date on which

- (i) 3 months after dispatch of the Covered Product from factory, or
- (ii) the product is commissioned by the installer or customer’s agent.

An extended warranty period may be available (see **Section 3** for information relating to the warranty extension). The warranty effective date refers to the date of invoice commencing, 6 months after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier. Replacement services apply only to products within their warranty period or extended warranty period, as applicable.

The Warranty is applied to the original TSUNESS product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to products installed by a suitably qualified professional. The warranty policy will be rendered invalid where products are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact TSUNESS at service@tsun-ess.com with the authorization email from the previous owner.

Note: If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. TSUNESS will work directly with the installer to replace a faulty product if deemed eligible under the terms of the Replacement Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

2. Battery Performance Guarantee

Upon the granting of the Warranty (with internet connection), TSUNESS guarantee as follows:

The Warranty Period for the Performance Warranty of battery under self-consumption mode retains at



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least eighty percent (80%) of its usable capacity upon the earlier of

- (i) 123 months after dispatch of the Covered Product from factory, or
- (ii) 120 months after installation of the Covered Product by an Authorized Dealer.

For other applications, the warranty can expire earlier if a total energy of 2.92MWh per kWh usable capacity has been dispatched from the battery.

The usable capacity at the time of installation is 90%.

3. Warranty Extension

The TSUNESS product range is eligible for a warranty extension (for product only) of 24 months or more. The warranty extension is available for purchase up to 12 months from the commissioning date of the product. To request for the warranty extension, please contact service@tsun-ess.com for more details.

4. Limited Liability

Subject to the conditions set out below TSUNESS warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by TSUNESS' warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, warfare, major infectious diseases, etc.)
- b. Improper or noncompliant use
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual 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 repair attempts
- h. Unauthorized removal and reinstallation.
- i. Normal appearance wears out, including discolor and scratch
- j. Damaged caused by defects of other components from the system

Furthermore, if the original identification marks (including trademark and serial number) of such product have been defected, altered, or removed. The limited warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. The limited warranty does not extend beyond the original cost of the TSUNESS products.

This warranty does not extend to parts materials or equipment not manufactured by TSUNESS in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to TSUNESS.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as TSUNESS is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

TSUNESS shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, and the remainder Warranty is more than (\geq) 90 days (refer on the date that TSUNESS received the complaint), the remainder of the Warranty period will be transferred to the replacement product. If the remainder Warranty is less than ($<$) 90 days, the replacement product will cover by a 90 days' warranty count from the date that TSUNESS dispatch the replacement/repared product. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

5. Product Repairing On-Site

If TSUNESS decides to repair the defective device on site (repair by TSUNESS or the technical engineer that authorized by TSUNESS), then TSUNESS will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. No other costs - including, but not limited to, transportation, inspissation, 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, or the costs of third-parties that have not been authorized by TSUNESS.

6. Replacement Service

Any product qualifying for replacement within the warranty period will be replaced with a new or refurbished product, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to TSUNESS for a replacement to be affected under this policy:



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Product data including:

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

Documentation including:

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. system schematic)
3. Documentation of previous claims/replacements (if applicable)
4. RMA (Template will provide by TSUNESS service center)

TSUNESS reserves the right to refuse replacement requests where adequate information is not provided. To request the replacement of products, you must contact the TSUNESS Service Department. E-mail: service@tsun-ess.com.

7. TSUNESS Responsibility

Upon receipt of the required information listed in Section 6, and after attempts to correct the problem with the customer's assistance, TSUNESS will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the replacement. TSUNESS will dispatch a replacement product within 3 working days to the specified customer or installer location. Following the receipt of the replacement product, the customer must return the allegedly faulty Product in the same packaging material as the replacement product if it's required by TSUNESS. TSUNESS will supply all labels, documentation and freight details for the return of the allegedly faulty product. TSUNESS reserves all rights to collect all allegedly faulty products if it's necessary. A qualified installer must be available for the product replacement and re-commissioning.

8. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the TSUNESS Service Center in order to limit the return of non-faulty equipment. The TSUNESS Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further replacement unit, the installer must first contact the TSUNESS Service Center and fulfill the installer's responsibilities under Section 6 of this document.

During inspection by TSUNESS, if the allegedly faulty product is found by TSUNESS to be ineligible for replacement under this policy, the installer must provide proof of a valid warranty for the product, a correctly issued, and a valid case number for the product (as provided by the TSUNESS Service Center). In all instances, the installer must send the required items to TSUNESS local warehouse or warehouse of local distributors.

During the Replacement Program of TSOL-ESK series products, end user should fulfill relevant responsibilities and obligations as installer.

9. Inspection Charge for Products Not Found Defective

If an allegedly faulty Product is returned to TSUNESS pursuant to this Policy, and is found by TSUNESS to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, TSUNESS reserve the right to apply a flat-rate inspection charge per unit, plus shipping and packaging costs.

10. Product Replacement Procedure

TSUNESS must be provided with the relevant documentation as shown in Section 6. This procedure must be followed for a warranty claim to be applicable under this Replacement Program.

a) The installer must contact the TSUNESS Service Centre and supply the required information as shown in Section 6. As outlined in Section 8, the installer will liaise with TSUNESS Service Centre to try and find a solution without the need to replace the product.

b) If the product is deemed faulty and is eligible for the Replacement Program, TSUNESS will raise and create a case number for the product and communicate this with the installer.

c) TSUNESS will dispatch a replacement product within 3 working days of the case number being created. The product will be shipped to the specified customer or installer location at TSUNESS' cost.

d) The installer will install the replacement product and use the packaging to repack the faulty product.

e) For the faulty product that required returned by TSUNESS, TSUNESS will cover the costs of collection and shipment of the faulty product back to TSUNESS as detailed in Section 7, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty product is not returned within 10 working days from receiving the replacement product, TSUNESS reserve the right to invoice the relevant installer/distributor for the cost of the product.

f) In Terms of missing defective product that is required return by TSUNESS, TSUNESS reserve the right to invoice the relevant installer/distributor with the value of 80% of FOB price.



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11. Consumer Laws

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer 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. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.



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