

# Warranty Policy of Microinverter

## 1. General

This policy is formulated to enable customers to receive comprehensive after-sales support from Eonland. You can return or exchange Microinverters according to this policy during the product warranty period.

## 2. Warranty Claims

The warranty is valid only when the Microinverters are sold to the customer by Eonland itself or by an Eonland authorized reseller, and installed by a qualified professional.

The standard warranty period of Microinverters is 120 months.

The effective warranty period starts from the earlier of (1) 4 months from the date of delivery from Eonland factory, (2) the installation of the products.

The warranty of Eonland Microinverter can be extended for 168 months (the maximum warranty period of the product is 25 years). The extended warranty can be purchased within 60 months from the date of Microinverter commissioning. To purchase extended warranty, please contact [service@eonlandfuture.com](mailto:service@eonlandfuture.com) for more details.

## 3. Warranty Limitations and Exclusions

This Warranty does not include any cost of labor related to (i) un-installing product; (ii) re-installing a repaired or replacement product, or (iii) the removal, installation or troubleshooting of the product's electrical systems.

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

- a. Damage during transportation
- b. Improper installation, commissioning, start-up, or operation (inconsistent with the instructions in the installation manual supplied with each product)
- c. Installation in a corrosive environment
- d. Improper or non-compliant use
- e. Inadequate ventilation and circulation results in minimal cooling and natural air flow
- f. Unauthorized repair attempts
- g. Unauthorized removal and re-installation
- h. Surface defects, dents, marks or scratches, which do not affect the normal function of the product
- i. Defects that do not affect power generation after two years from the effective warranty date, including LED indicator failure



j. Defects caused by defects of other components in the solar power system

k. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flood; Social causes such as war, riots, government intervention, strikes, embargoes, market conditions, etc.)

This warranty does not extend to parts, materials or equipment not manufactured by Eonland.

Claims by customer that go beyond the warranty terms set out herein are not covered by the warranty, insofar as Eonland 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.

Eonland shall not be liable under this warranty (or any other warranty condition or guarantee) if the total payment for the goods is not made by the payment deadline.

## 4. Warranty Service

To obtain the warranty service, the customer must comply with the RMA procedures of Eonland. For the claimant, please contact the reseller where the Product was purchased, or the installer who installed the Product. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with Eonland service team or make a claim to Eonland via official website: [www.eonlanfuture.com](http://www.eonlanfuture.com).

Eonland reserves the right to refuse warranty requests when adequate information is not provided.

During the valid warranty period, if the product is confirmed to be defective under the warranty, the product will be repaired or replaced free of charge at the option of Eonland. In case of defects, these are the sole and exclusive warranty services of the customer, to the extent permitted by law.

If the entire batch of products are replaced under warranty, the remainder of the warranty period will be transferred to the replacement product.

## 5. Continuous Connectivity

The Covered Products should be continuously connected to the internet during the warranty period, except where interrupted by causes outside of the Covered Owner's reasonable control. This will help ensure that potential defects in the Product can be diagnosed remotely and that the Product can receive over-the-air firmware updates.



# OFSTAR Balcony Energy Storage System Limited Warranty for End Users

## 1. Overview

### 1.1 Applicability

This After-sales Service Policy (hereinafter referred to as "this Policy") applies to OFSTAR balcony energy storage system product.

### 1.2 Warranted Products

Under normal use, the products and accessories will not exhibit material or workmanship defects within the warranty period when used in accordance with the user manual, technical specifications, and other published product guides and materials. During the warranty period, you will be eligible for after-sales service under this policy. This policy applies to products and accessories purchased through authorized channels.

### 1.3 Warranty Period

The warranty period for products and accessories is as indicated in the table below, starting from the date of product delivery. If you cannot provide valid delivery documentation (as defined in Section 1.5), the warranty period starts from the date of purchase. If you cannot provide valid purchase documentation (as described in Section 1.4), the warranty period commences ninety (90) days from the date shown in the product serial number.

Product Model	Warranty
URA-MESS1	60 months

*\*Replaced or repaired products or components will continue to be eligible for after-sales service under this policy for the remaining warranty period or ninety (90) days from the date of replacement or repair, whichever is longer.*

#### **1.4 Proof of Purchase**

When applying for after-sales service, you will need to provide the appropriate proof of purchase documents based on your buying channel: You are required to provide a valid purchase invoice or receipt, shipping evidence, or an order number confirmed by the customer service team.

#### **1.5 Warranty Status Verification**

When applying for after-sales service, it is necessary to verify the warranty status of the products and accessories you have purchased. You will need to provide the following documents.

Document Type	Description
Delivery/Shipping Proof	The delivery date indicated in logistics records, or the delivery date displayed on the carrier's website will serve as the warranty start date. You should provide this proof for verification, and if it is valid, you will be eligible for the corresponding after-sales service.
Invoice or Receipt	If you cannot provide delivery/shipping proof, you can use an invoice or receipt to verify the warranty status. In this case, the purchase date displayed on the invoice or receipt will be considered the warranty start date. The validity of the provided invoice or receipt will need to be verified, and if it is valid, you will be eligible for the corresponding after-sales service.
Product Serial Number (SN) Barcode	If you are unable to provide the delivery/shipping proof and invoice or receipt, the product serial number (SN) can be used to verify the warranty status. In this situation, the warranty period will commence ninety (90) days from the date shown in the product serial number.

## 2. Return or Refund Services

### 2.1 Request to return or refund services

Within seven (7) days of receiving the product, you must ensure that the product's appearance is free from scratches, its functionality is intact, the packaging is undamaged, and the user manual and accessories are complete, without affecting resale. You can submit a return or refund request to the respective dealer.

### 2.2 Return or refund services will not be provided in the following circumstances

- (a) Return requests that have not been confirmed by the customer service team, and the product has been returned.
- (b) Within fifteen (15) days after the return request has been confirmed by the customer service team, the product has not been delivered to the designated location.
- (c) Valid proof of purchase and warranty documentation is not provided, or there is reason to believe it is forged or tampered with.
- (d) The product sent for return and refund services does not include all original accessories,

attachments, or packaging items, or the product is not in a new or like-new condition.

(e) Any malfunction or damage to the product is due to collision, burning, unauthorized use, or modification of the product, including exposure to moisture, foreign substances (water, oil, sand, etc.), or improper installation or operation.

(f) Signs of tampering or alteration to product labels, serial numbers, water damage indicators, etc.

(g) Damage to the product caused by uncontrollable external factors such as fire, flood, strong winds, lightning, traffic accidents, etc.

(h) Damage caused by using the product with unspecified third-party components or as an input or load, resulting in reliability and compatibility issues.

(i) Other cases not explicitly mentioned in this policy but reasonably deemed grounds for refusal of the request.

## 3. Replacement Services

### 3.1 You can request replacement services

(a) If the product sustains significant damage during transportation, you can apply for replacement services within thirty (30) days after receiving the product or accessories, but the carrier must provide evidence of the damage.

(b) Within thirty (30) days after receiving the product if the product or accessories do not match the original description in one or more significant aspects.

(c) Within thirty (30) days after receiving the product if the product has manufacturing defects or experiences performance failures.

### 3.2 Replacement services will not be provided in the following circumstances:

(a) Replacement requests that have not been confirmed by the customer service team, and the product has been returned.

(b) Within fifteen (15) days after the replacement request has been confirmed by the customer service team, the product has not been delivered to the designated location.

(c) Valid proof of purchase is not provided, or there is reason to believe it is forged or tampered with.

(d) The product sent for replacement does not include all original parts, accessories, and packaging, or it contains items that have been intentionally damaged.

(e) After conducting all appropriate tests at an authorized or certified repair service center, it is found that the product has no defects or inconsistencies.

(f) Any malfunction or damage to the product is due to collision, burning, unauthorized use, or modification of the product, including exposure to moisture, foreign substances (water, oil, sand, etc.), or improper installation or operation.

(g) Signs of tampering or alteration to product labels, serial numbers, water damage indicators, etc.

(h) The damage is caused by uncontrollable external factors, including fire, flood, strong winds, lightning, or traffic accidents.

(i) Proof of damage during transportation issued by the carrier cannot be provided.

(k) Damage caused by reliability and compatibility issues when used with third-party

components not recognized or certified by the product parameters.

(k) Other cases not explicitly mentioned in this policy but reasonably deemed grounds for refusal of the request.

## 4. Warranty Services

### 4.1 You can request warranty services

If the product has manufacturing defects or performance failures and is within the warranty period, you can submit a warranty service request as per this policy.

### 4.2 Warranty services will not be provided in the following circumstances:

- (a) Requests for repair made after the warranty period has expired.
- (b) Any non-product or any accessories.
- (c) Damage caused by accidents, misuse, abuse, or other external factors.
- (d) Damage resulting from improper installation, use, maintenance, or storage, such as using third-party components or products that do not meet product specifications, incorrect testing, or connecting with unauthorized or incompatible devices.
- (e) Damage caused by services provided by non-representative or unauthorized service providers.
- (f) Damage due to normal wear and tear or other reasons.
- (g) Damage caused by the penetration of foreign substances like liquids, corrosion, oxidation, insects, etc.
- (h) Damage found to be caused by non-manufacturing factors, including but not limited to intentional damage.
- (i) Failure to provide valid proof of purchase and warranty documentation or reason to believe it is forged or tampered with.
- (j) Failure to provide the necessary information, including model, serial number, images, or videos of the product's fault.
- (k) Failure to send the product to the designated location within fifteen (15) days after the confirmation of warranty service request.
- (l) Any malfunction or damage to the product is due to collision, burning, unauthorized use, or modification of the product, including exposure to moisture, foreign substances (water, oil, sand, etc.), or improper installation or operation.
- (m) After conducting all appropriate tests at an authorized or certified repair service center, it is found that the product has no defects.
- (n) Damage caused by unauthorized modifications, disassembly, or opening of the product not following official instructions or manuals.
- (o) Damage caused by improper assembly of accessories without following official instructions or manuals.
- (p) Damage caused by unauthorized circuit modifications, mismatch, or misuse of the product.
- (q) Signs of tampering or alteration to product labels, serial numbers, water damage indicators, etc.
- (r) Damage caused by uncontrollable external factors, including fire, flood, strong winds,

lightning, or traffic accidents.

(s) Other cases not explicitly mentioned in this policy but reasonably deemed grounds for refusal of the request.

## 5. Out-of-Warranty Paid Repair Services

### 5.1 Scope of Out-of-Warranty Paid Repair

You may apply for this service if any of the following conditions apply to the product or accessory you purchased:

- (a) The warranty period has expired.
- (b) The product or accessory has experienced situations that are not covered by warranty services, such as damage due to accidents, misuse, abuse, unauthorized disassembly, or repairs.

### 5.2 Fees

When you apply for out-of-warranty paid repair services, reasonable fees will be charged based on the following categories:

- (a) Parts Cost: The cost of replacing the same component in different repair situations may vary due to different stages or production costs. The repair center only provides module-level repairs and does not offer electronic component-level repairs, so pricing is based on module-level repairs.
- (b) Labor Costs: Necessary direct and indirect labor costs, which may vary depending on the labor market.
- (c) Logistics Costs: Logistics costs are based on the weight, volume, and location of the product.
- (d) Other Fees (if applicable).

If you do not agree with the quote provided, you have the option to decline the out-of-warranty paid repair services offered and your product will be returned to you. In this case, you may be responsible for the return shipping costs.

## 6. Use of Personal Contact Information

To access after-sales services under this policy, you authorize the collection, processing, storage, and transfer of your contact information, including your name, phone number, shipping address, and email address. We will protect your information security by applicable laws and regulations.

## 7. Liability Limitations

While receiving services under this policy, we are only responsible for losses or damages to your product during handling or transportation (if we are responsible for transportation).

In no event shall we, our affiliated companies, suppliers, distributors, or service providers be



liable for the following, even if informed of their possibility and regardless of whether the claim is based on contract, warranty, negligence, strict liability, or other legal theories: (a) claims for loss by third parties; (b) special, incidental, punitive, indirect, or consequential damages, including but not limited to loss of profits, business revenue, goodwill, or anticipated savings. In no event shall our, our affiliated companies, suppliers, distributors, or service providers' total liability for any loss arising out of any cause exceed the amount of actual direct damages incurred and shall not exceed the amount you paid for the product (unless otherwise required by law).

The above limitations do not apply to liability for bodily injury (including death) that is imposed by law.

## 8. Your Other Rights

This policy is not intended to replace applicable laws governing consumer product sales and consumer rights protection, nor does it replace your rights under the law that cannot be waived or limited by agreement, including rights you may have under laws or regulations related to product sales.

## 9. Changes to this Policy

No authorized dealer, distributor, agent, or employee has the authority to modify, extend, or supplement this policy.

We reserve the right to change this policy at any time. When there are significant changes to this policy, we will provide notice on our website at least one week in advance, and the changes will not affect services that have already begun.