



INHENERGY Overseas Market Service Policy

This policy applies to the normal and in-guarantee inverters sold by INHENERGY company. The service content includes but is not limited to the provision of on-site equipment start-up supervision, commissioning, maintenance, inspection, maintenance, use training, maintenance training, technical exchanges, etc.

A. Service response time commitment

1. Remote technical service response commitment

- 1) Provide 7*24H all-weather remote technical consulting services.
- 2) After receiving customer consulting services, promise to respond and reply within half an hour.
- 3) Arrange a dedicated person to solve on-site problems remotely one to one.

2. On-site repair service response speed

- 1) Our company will establish maintenance service centers and spare parts warehouses in major areas, and promise to provide maintenance services to the customer's site within 5 hours for the areas where the service center is established, its regions and surrounding areas.
- 2) Commit to other local areas (except remote areas) to implement maintenance services with a response time of 1 week.
- 3) If there is no service center in the local area, and on-site problems do need to be solved by technicians on site, INHENERGY will arrange professionals on site within 1-2 weeks. If cannot arrive on time due to special reasons (such as war, national visa refusal, etc.), it must inform the on-site personnel in advance.
- 4) For all INHENERGY products, if the customer and the manufacturer have signed an independent service contract, the response time is subject to the contract.
- 5) Time limit for solving problems after arriving at the scene: General problems will be solved within 24 hours after arriving at the scene. Other complex and major issues depend on actual conditions.

3. Spare parts guarantee mechanism

- 1) INHENERGY will set up a local service center spare parts warehouse and an authorized service station (distributor) according to the product sales in each country. At the same time, appropriately increase the proportion of the safe supply inventory of spare parts at local



locations to improve the response speed of on-site service and ensure the timely supply and turnover of overseas spare parts.

- 2) For products sold by INHENERGY within 10 years after the expiration of the contract warranty period, INHENERGY guarantees to provide the buyer or the end user with parts of the same specifications and models within the scope of the contract at a price not higher than the transaction price of contract. If INHENERGY decides to stop the production of the contract equipment and any required parts, we will notify the buyer and the end user in writing 6 months before the suspension of production, and the buyer and end user shall have the right to order any required parts. INHENERGY will continue to provide equipment maintenance services at preferential prices to ensure the normal operation of the equipment.

B. After-sales service policy

1. During the warranty period, if the product fault or fails to work due to the company's technical defects or inverter material problems, you can send your request to the after-sales service department by email. Please provide the product error information for registration, pending processing.

2. According to the INHENERGY warranty terms, if the product fails, when requesting repair service, please provide the following information or documents (this information will help the after-sales service team to deal with machine problems:

- 1) Product model name and serial number;
- 2) System configuration information (number of components, serial-parallel mode, grid voltage level, etc.);
- 3) Equipment failure information (fault code, photos and other failure phenomena) and other descriptive error information;
- 4) Previous error information (if any, please provide);
- 5) Sales receipt or other proof of date and place of purchase;

3. If product fails during the INHENERGY standard warranty period or the extended warranty period, it will be provided according to the actual situation:

- a: Return the product to the factory for repair;

- b: System on-site maintenance;

- c: Replacement of the whole product (for products that have been discontinued, INHENERGY can provide corresponding products for replacement).

★During the warranty period, the replaced product will automatically extend the remaining warranty period of the failed product during its warranty period. In addition, regardless of whether the warranty period of the malfunctioning product is valid, the replaced product will have a warranty period of at least one year. If the product or its parts need to be shipped back, please pack it in the original way or in an equivalent way.



C. Field failure device processing instructions

INHENERGY will decide the solution according to the damage degree of the malfunctioning device in different overseas projects.

- Repairable product: if the product structure has no obvious deformation, etc. INHENERGY will arrange professionals to the staging point for unified maintenance of the malfunctioning product according to the number of local damages. (Project-type machines will arrange personnel to maintain on site)
- Unrepairable product: The product is obviously deformed, and the shape and structure are obviously changed. INHENERGY will determine the scrapped or return to the factory for analysis and processing according to the needs of R&D analysis.
- General failure product: A general failure occurs in the on-site product. INHENERGY will authorize relevant personnel to handle it, including remote technical guidance, firmware upgrades, etc.

D. Warranty Disclaimer

In the following cases, the product's problems are not covered by the INHENERGY warranty:

- 1) Products without INHENERGY logo;
- 2) Products failure or damage caused by the use of non-standard or non-company accessories or software;
- 3) The product or component has exceeded the INHENERGY's warranty period (except for the extended warranty service signed by both parties);
- 4) Failure or damage caused by installation, repair, modification or disassembly by not the INHENERGY's after-sales service personnel or the INHENERGY's designated service organization, except for the case of a third-party after-sales service organization entrusted by the INHENERGY.
- 5) Any operation beyond the scope of installation and use specified in the relevant international standards, operations that do not comply with the INHENERGY's product manuals and related installation and maintenance documents, working environments other than the product's specified working environment, or faults or damages caused by incorrect installation, storage and use (such as installation The ambient temperature is too high, too low, too humid or dry, the altitude is too high, the voltage or current is unstable, etc.).
- 6) Stolen equipment;
- 7) Failure or damage caused by force majeure;
- 8) Damage caused during transportation (including scratches, abrasion, etc. of the casing caused by the movement of the packaged product during transportation);
- 9) Other failures or damages are not caused by the quality of INHENERGY products (including related parts).

★In the above situation, if the customer requests repair service for the faulty product, after the



judgment of the INHENERGY's relevant service organization, the paid repair service can be provided.

E. Services after the warranty period

INHENERGY provides paid maintenance services for products that are not within the warranty period or are exempt from the warranty period. Field service fee will be charged to the customer or end user, the cost of materials, labor costs and logistics fees, the cost of the project including, but not limited to any one or more of the following:

- ◆ On-site service fee: the travel and labor costs of technical service engineers.
- ◆ Material cost: the cost of the replacement parts (including transportation and management costs).
- ◆ Labor cost: technical service engineer's labor cost, including repair, maintenance, installation (hardware or software) and debugging.
- ◆ The cost of the product.
- ◆ Logistics costs: including transportation from the customer/user to INHENERGY and the repaired machine from INHENERGY to the customer/user.

F. Technical training

INHENERGY will provide technical training on product commissioning and maintenance for relevant technical personnel involved in overseas projects to ensure that relevant technical personnel on site have a basic understanding of the equipment and can handle common problems in daily operation and maintenance by themselves. At the same time, INHENERGY also organizes technical training from time to time to ensure that on-site personnel have sufficient maintenance abilities. INHENERGY will provide corresponding operation and maintenance manuals based on the product model on site to facilitate the operation and maintenance of relevant technical personnel.