

# **YelonESS Hybrid Inverter**

## **Product Limited Warranty Letter**

### **Applicable product model: HV6K-3H, HV8K-3H, HV10K-3H, HV12K-3H**

This limited warranty (hereinafter "Warranty") specified below applies to inverter series products, accessories and wireless kits (hereinafter "Products") supplied by Jiangsu Daybright Intelligent Energy Co., Ltd. (hereinafter "YelonESS") to End User through Authorized Seller (hereinafter "Seller").

Authorized Seller is the Agents, Distributors, Partners, etc. authorized by YelonESS.

### **End User Definition**

End User (hereinafter "User") is the buyer who puts the Products into operation for the first time via the way authorized by YelonESS.

### **Authorized Seller**

Authorized Seller is the Agents, Distributors, Partners, etc. authorized by YelonESS.

## **1. Purpose**

The primary purpose of Limited warranty is to clearly define the matters related to warranty policy of Products.

## **2. YelonESS warrants to the End User as follows:**

### **2.1 Product Warranty**

- 1) The warranty period of YelonESS hybrid inverter products is Five (5) years.
- 2) The warranty period for auxiliary meters and wireless kits is Two (2) years.
- 3) The warranty commences the period from the earlier date below conditions:
  - a) After 6 months from the date of product shipment.
  - b) From the date of product installation.
  - c) The date of the invoice for the purchase of the product from the seller.

## 2.2 Extended Product Warranty

In addition to the default Five(5)-year limited warranty that comes with inverter products, YelonESS also provides warranty extension services (inverters only), and users can purchase extended warranties from YelonESS at their discretion. Specific prices and related service ranges are available from YelonESS or authorized dealers.

## 3. Warranty Scope

This warranty only covers repair or replacement of products with deficiency. In case the product has any quality problem, YelonESS will repair or replace the Product if the Product is defective and returned during the Warranty Period.

This Warranty does not include any accessories and tool kits provided with the Products.

## 4. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

- 4.1 The deficiency was found out during product warranty period defined in Clause 2.
- 4.2 The product is purchased from YelonESS or an Authorized Seller in the Territory.
- 4.3 The official YelonESS serial number can be provided.
- 4.4 User shall provide the proof of the original purchase of the Product by presenting the seller's invoice.
- 4.5 The product should be installed by proficient personnel verified by YelonESS or authorized seller.
- 4.6 Installers should properly operate and use the product according to the User Manual.
- 4.7 The product has been connected to YelonESS intelligent energy management system (YCloud+) portal or a third-party platform authorized by YelonESS.
- 4.8 The product must operate within the specified temperature range and shall not be exposed in an area to direct sunlight.
- 4.9 The Product is not suitable for supplying power for life-sustaining medical devices or automotive application.

## 5. Exclusions of Warranty

To the extent permitted by law, YelonESS excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

- 5.1 Warranty period specified above has already expired.
- 5.2 Transportation, including but not limited to dropping, trampling, deforming, impacting, or spearing with a sharp item.

- 5.3 Damage caused by solar power generation system or component defects.
- 5.4 Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than YelonESS or YelonESS' certified installer.
- 5.5 Failure to install, operate or maintain the product in accordance with the User Manual.
- 5.6 Failures and damages caused by force majeure events or vandalism, abuse, misuse, negligence, accidents and other human factors, including but not limited to lightning, flood, fire, extremely cold weather, pests, power failure, traffic control, theft, or other events outside the reasonable control of YelonESS.
- 5.7 Any attempt to extend or reduce the life of the Product without written confirmation from YelonESS, whether by physical means, programming or other ways.
- 5.8 Dismantle the Product from the original installed location and re-install to another location without written permission from YelonESS.
- 5.9 Product malfunction caused by contacting water, conductive dust or corrosive gas.
- 5.10 Normal wear and tear that does not affect the main function of the product, such as fading, scratches on the surface of the product.
- 5.11 After 2 years from the effective date of the warranty, defects that do not affect the normal operation of the product, such as LED indicator failure.
- 5.12 End User fails to provide correct product serial number, or the product serial number provided is undecipherable or modified without permission by YelonESS.
- 5.13 Product failure over one month when report to YelonESS.

**Please note:**

**To fix firmware bugs and eliminate potential risks, YelonESS will provide a remote upgrade service to improve product performance. YelonESS strongly recommends that users connect YelonESS products to the Smart Energy Management System (YCloud+) to upgrade the system remotely or through a third-party platform authorized by YelonESS. YelonESS will not be responsible for the resulting bugs, risks, or related adverse consequences if the user does not connect or access YCloud+ and thus disabling YelonESS to perform remote system upgrades.**

## **6. Claim**

- 6.1 In case of equipment failure or abnormality, please provide the following information:
  - 1) User name, address and contact number
  - 2) Invoice for product purchase
  - 3) Product model and SN
  - 4) Product installation date
  - 5) Detailed exception or failure description
- 6.2 The user must notify YelonESS or an authorized dealer within 48 hours of discovering any defect.

- 6.3 YelonESS may contact buyer for further information regarding the defect.
- 6.4 YelonESS may require buyer to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim shall be made by YelonESS.
- 6.5 YelonESS reserves the right to refuse warranty requests where adequate information is not provided.
- 6.6 If a user disputes YelonESS' verification of the claim, the Product must be evaluated by the local government certified testing lab or a certified 3rd party testing company. The user will bear the cost of any 3rd party evaluation service charge (unless the claim is proven to be valid, in which case YelonESS will be responsible for the testing costs).

**Please note:**

**In any case, YelonESS shall not be liable for direct or indirect losses caused by product failures (including but not limited to business losses, profit losses, goodwill losses, third-party compensation liabilities, etc.). The maximum compensation for YelonESS is not higher than the amount paid by the customer when purchasing the product.**

## 7. Additional Legal Rights

- 7.1 In addition to the policies in this warranty, the user also has local statutory rights that are not limited or superseded by this warranty.
- 7.2 YelonESS may update the above product warranty terms and policies from time to time. To obtain the latest version, please visit the YelonESS official website.

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