

HANCHU ESS Accessories Limited Warranty

V1.2 June 2025

Jiangsu Hanchu Energy Technology Co., Ltd. is a company duly incorporated under laws of the People's Republic of China (the 'PRC' or 'China'). Jiangsu Hanchu Energy Technology Co., Ltd., in the following text referred to as 'HANCHU'.

1. Applicable Products & Regions

This Limited Warranty applies to the HANCHU Accessories Products .

Including the following products:

- HESS-Gateway-M1
- Combiner box(12K-80A(4-1)&12K-125A(4-1))
- Cabinet(Outdoor Box-X3&Single-door&Double-door)
- Rain Shelter

2. LIMITED WARRANTY

2.1 Warranty Start Date

The warranty start time is calculated from the earlier date of the following:

- a) The date when the first installation of the Warranted Products is completed.
- b) 6 months after production.

2.2 Limited Product Warranty

HANCHU warrants that the Product will be free from defects in materials or workmanship for a period of two (2) years from the Warranty Start Date, subject to the exclusions and limitations set forth below.

2.3 Warranty scope

- **Hardware failure.** If the hardware inside the product, such as control circuit board, power supply module, communication interface module, etc., is malfunctioned due to material defects and manufacturing process problems.
- **Material Quality Issues.** The materials used in Hanchu accessories, such as the roof material and frame material of the canopy cause damage, structural collapse or deformation due to inherent material defects during the warranty period.
- **Performance Non-Compliance.** If HANCHU accessories fail to meet the performance specifications stated in the product manual or contract under normal operating conditions—such as Gateway on-grid/off-grid switching malfunctions.

3. Preconditions for Warranty

Due to different local safety standards and regulations in installation locations, HANCHU cannot

guarantee that products could meet all applicable requirements for each installation location. Before purchasing, it is the customer's responsibility to check and verify the national and local laws or regulations to ensure that the product is purchased, shipped, installed and operated in compliance with requirements.

This warranty is subject to the following conditions:

- The product must be installed and properly commissioned by an installer trained and certified by HANCHU or the original purchaser of the product. Claims for failure due to incorrect installation or commissioning are not covered by this warranty;
- Without the authority or approval of HANCHU, Products should not be disassembled or modified, in whole or in part. Otherwise, the unauthorized disassembled or modified Products will void your warranty;
- A qualified installer must be available for product replacement and recommissioning;
- The original purchaser shall be responsible for working directly with HANCHU in good faith. HANCHU will assist in troubleshooting faults through telephone support or direct PC link assistance.

4. Exclusions from Warranty

To the extent permitted by law, HANCHU excludes all liability for the product when any damage or defect is caused or contributed to by the following:

- Your mishandling, negligence or any other improper way of handling the products, including not using the product by the product instructions
- Transportation including but not limited to dropping, stepping on, deforming, striking or puncturing with sharp objects;
- Abuse, misuse, neglect, accident or force majeure event, including but not limited to lightning, flood, fire, extremely cold weather or other events beyond the reasonable control of HANCHU;
- Any attempt to prolong or shorten the life of the Product, whether by physical means, programming or otherwise without written confirmation from HANCHU;
- Failure to install, operate or maintain the Product by the product regulations;
- Normal wear or aging, or surface defects, dents or marks that affect the performance of the Product;
- Theft or destruction of the product or any of its components;
- The product defect is caused by the update of national or regional laws or regulations;
- Use of any spare parts not manufactured, sold or approved by HANCHU when repairing or replacing the Products;
- Caused by external force, force majeure (cause of natural disasters, such as unforeseen, unavoidable and insurmountable objective events, including but not limited to war, civil war, strikes, riots or other government intervention activities, terrorism, war, riots), Product damage, strikes, lack of suitable and adequate labor or materials and other events beyond

the control of HANCHU or other third parties.

5. Replace or Repair

Subject to the provisions below, if such Products are defective or defective in manufacture or material, HANCHU will, at its option, repair or replace the products or any part thereof:

- HANCHU will make reasonable efforts to provide a replacement product that matches the original in appearance, size, and functionality. The replacement may be refurbished but will meet the original product's quality and specifications. If an identical replacement is unavailable due to technological advancements, HANCHU will supply a substitute of equivalent value and performance, even if it differs in size, shape, or color.
- If the product is replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the Product used for replacement.

This warranty does not cover:

- Any costs incurred by the end user or installers in normal or scheduled maintenance of the product;
- Any other costs, such as transportation (other than the cost of delivery of parts or products replaced under this warranty to the original purchaser), travel and lodging for on-site support personnel, etc.;
- Any property damage, personal injury, direct or indirect damages, any consequential damages or other expenses arising out of a breach of this warranty under any law to the contrary;
- Any costs for making a warranty claim.

6. After-sales Application Process

The dealer who sells the Product is obliged to connect with the applicant first and provide after-sales support within the scope of its obligation.

To make a claim under this Factory Limited Warranty, the owner of the Covered Product must submit a written request during the applicable warranty period to HANCHU at the specific address or future address as HANCHU may provide from time to time. The application must include the following information:

- The serial number of the Covered Product
- Detailed information about Product Defects
- Date of product installation
- Purchase invoice with the delivery date.

HANCHU may contact you for more information about the defect and seek your help to complete root analysis testing of the product to provide supporting evidence. It will be finally verified by HANCHU.

If a product is no longer available, HANCHU may replace the Product at its sole discretion with a refurbished product or a different product/part with equivalent function and performance based

on the latest technology.

7. Out of Warranty

For services not covered under this warranty, HANCHU may, at its discretion, provide after-sales assistance upon the user's written request to an authorized service partner. All related costs, including materials, parts, and labor, shall be the user's responsibility. The user must submit a detailed defect description to allow HANCHU's service partner to evaluate repair feasibility.

For the avoidance of doubt, HANCHU shall never be liable for services beyond the scope of the warranty and this clause 8 does not constitute a commitment by HANCHU to provide such services beyond the scope of the warranty.

8. General Provisions

This warranty is governed by local laws.

If any term in this document is unenforceable, illegal or invalid, or makes this document or any part thereof unenforceable, illegal or invalid, that term will be severed while the remainder of this document remains in effect.

If any provision of this document is unenforceable, illegal or invalid in one jurisdiction but enforceable in another, then this provision relates only to the operation of this document in the jurisdiction in which it is enforceable, legal or valid.

9. Warranty Limitations

Unless otherwise provided herein, this warranty document and the remedies set forth herein shall constitute the exclusive remedy available to the purchaser and shall supersede all other guarantees and remedies, whether oral or written, express or implied, to the fullest extent permitted by applicable law. To the maximum extent permitted by law, HANCHU hereby expressly disclaims all statutory or implied warranties, including but not limited to warranties of merchantability, fitness for a particular purpose, and warranties against hidden or latent defects. Where HANCHU cannot disclaim implied warranties as provided by applicable law, such warranties shall be limited to the minimum scope and duration required by such applicable laws and shall be applied mandatorily in accordance with such laws.

To the extent prescribed by applicable law, it shall be enforced under applicable law. Neither the dealers, agents or employees of HANCHU nor the HANCHU authorized service partners are authorized to make any modifications, extensions or additions to the warranty.

Unless otherwise specified herein, HANCHU will not be liable to the maximum range permitted by applicable law for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use and income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

Under no circumstances shall HANCHU liability for any reason exceed the purchase price paid by the user to HANCHU for such Products. Liability beyond this scope is mandatory based on culpable injury to life, bodily injury or health and intentional or gross negligence.

10. Dispute Resolution

In the event of a dispute regarding the warranty claim, HANCHU and the Product owner will entrust a world-class testing organization to provide third-party verification and opinions, as mutually agreed upon. Unless otherwise agreed, all costs and expenses shall be borne by the party initiating the verification procedure.

The local Chinese courts shall have non-exclusive jurisdiction for further disputes over warranty claims arising out of this warranty.

In the case of judicial claims, HANCHU authorized service partners to have no rights to send or receive litigation documents.

This warranty is governed and construed in accordance with the laws of the People's Republic of China, excluding the United Nations Convention on Contracts for the International Sale of Goods, (CISG).

11. Contact Details

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