

POWER SONIC PULSE WARRANTY STATEMENT AS OF AUGUST 2024

LIMITED WARRANTY FOR POWER SONIC PULSE ALL-IN-ONE INVERTER, ALL-IN-ONE BATTERY MODULE, AND WHOLE HOME BATTERY MODULE

This limited warranty (hereinafter 'Warranty') specified below applies to the inverter integrated with All-in-One Energy Storage System (ESS) and the single Battery Module (hereinafter 'Products') manufactured by The Power-Sonic Corporation (hereinafter 'Power Sonic'), This following 'Warranty' is provided for the 'Products' below.

Limited Warranty	Product Category	Product Model
2 years	Inverter Integrated with All-in-One ESS	5KW Off-grid Inverter (230V/120V)
10 years	ESS Battery Module	PULSE-AIO-5K PULSE-AIO-10K PULSE-AIO-15K PULSE-ESS-5K

PRODUCT WARRANTY

Power Sonic warrants that the Products will be free of defects caused by improper workmanship or defective materials. starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 6 months after the date of production.

This warranty does not cover any accessories or tool kit items provided with the Product.

This warranty covers only the repair or replacement of a defective Product. Power Sonic will repair or replace the Product if it is defective and returned during the Warranty Period. The repaired or replaced product will carry the original remaining warranty period, and this does not constitute a renewal of the warranty period.

These warranty terms and conditions apply to the USA and European countries. They cover devices originally purchased through Power Sonic-authorized channels and



installed in the specified regions unless otherwise stipulated in a separate agreement between Power Sonic and the direct purchaser. This warranty will be void if any unit sold for one country/region is installed in another without Power Sonic's prior written approval.

WARRANTY CONDITIONS

The Product warranty applies only if the Product:

1. is purchased from Power Sonic or an Authorized Reseller in the Territory;
2. has the official Power Sonic serial number;
3. is installed in the Territory and indoor environment;
4. is installed, operated and maintained in accordance with the Product Manual;
5. be used on a daily cycle basis and only for energy storage purposes.

HOW TO MAKE A CLAIM UNDER THE POWER SONIC LIMITED WARRANTY

To make a warranty claim, please contact the local distributor where you purchased the product or the installer who installed the inverter. If you are unable to obtain service from them or are not satisfied with their service, you can contact Power Sonic at customer-service@power-sonic.com. Please have the following information ready when contacting the local distributor:

1. Claimant's contact information: name, company name, phone number, email address, and shipping address.
2. Details of the defective product(s): model(s), serial number(s), installation date, and failure date. Claims must be made within 2 weeks of the failure date; otherwise, Power Sonic will consider the right to claim abandoned.
3. Installation details: brand, model, and number of PV panels, the brand and model of batteries.
4. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and details of any previous claims (if applicable).

Power Sonic may arrange an on-site inspection to determine the root cause of the faults. The claimant is responsible for providing access, scheduling the inspection, and ensuring the safety of the technician from Power Sonic or an authorized third-party company. Power Sonic reserves the right to decline entry if the technician deems the site unsafe.



If testing of the product's capacity is required, it must be conducted under the following conditions:

- a) The test is based on HESS battery modules.
- b) The ambient temperature of the Product must be $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$
- c) The initial temperature of the battery pods must be $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$
- d) Constant voltage (54V) constant current (10A) charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amp.
- e) Constant voltage (44V) constant current (10A) discharge till battery low voltage protection cut-off.

If the Product is unavailable, Power Sonic may, at its discretion, substitute it with a refurbished or alternative Product or parts that offer equivalent functions and performance based on the latest technical data.

For the Battery Module, there is a 10-year replacement guarantee based on time value. If the Battery Module is defective, its time value is replaced, calculated through linear depreciation over 10 years, ensuring a minimum of 60% usable capacity over the same period.

EXCLUSIONS OF WARRANTY

To the extent permitted by law, Power Sonic disclaims liability for any damage or defect caused or contributed to by the following:

1. Failure of the inverter or charger;
2. Installation of the Product with uncertified inverters or chargers.
3. Improper operation of the battery according to the product manual.
4. Improper, negligent, or inappropriate treatment of the Product, including use outside recommended ambient temperature conditions.
5. Transportation-related damage such as dropping, trampling, or impact.
6. Unauthorized storage, installation, commissioning, modification, or repair by anyone other than Power Sonic or a certified installer.
7. Abuse, misuse, negligence, accidents, or force majeure events beyond Power Sonic's control.
8. Attempting to alter the product's lifespan without written confirmation from Power Sonic.
9. Removal and reinstallation without written confirmation from Power Sonic.
10. Exposure to water, conductive dust, or corrosive gas.
11. Connection of the Product with different types of battery modules.



12. Connection of batteries not supplied by Power Sonic.
13. Failure to adhere to the Product Manual's installation, operation, or maintenance guidelines.
14. Normal wear and tear, deterioration, superficial defects, dents, or marks that affect Product performance, as well as theft or vandalism of the Product or its components.

OUT-OF-WARRANTY CASE

Defects occurring after the warranty period, or those falling under the warranty exceptions listed above, are considered out-of-warranty cases by Power Sonic. For such cases, Power Sonic may charge the customer for on-site service, parts, labor, and logistics, including any combination of the following fees:

1. On-site service fee: covers technician travel, on-site service time, and labor costs for repairing, maintaining, installing (hardware or software), and debugging the faulty product.
2. Parts/materials fee: covers the cost of replacement parts/materials, including any applicable shipping or administrative fees.
3. Logistics fee: covers the cost of delivery and any associated expenses for shipping defective products from the user to Power Sonic or repaired products from Power Sonic to the user.

GENERAL PROVISIONS

This warranty is subject to the law of Territory

If any provision in this document is found to be unenforceable, illegal, or void, thereby rendering this document or any part of it unenforceable, illegal, or void, that provision shall be severed. The remaining provisions of this document shall remain in force.

If any provision in this document is found to be unenforceable, illegal, or void in one jurisdiction but not in another, that provision shall be severed only in the jurisdiction where it is unenforceable, illegal, or void, while remaining in force in other jurisdictions.



DEFINITIONS

In this document:

1. Authorized Reseller means an approved Power Sonic retailer or distributor in the Territory.
2. Consumer Law means: Territory Consumer Law
3. Minimum Capacity means at least 60% of the Nominal Energy during the Warranty Period.
4. Nominal Energy means the initially rated capacity of the Product as printed on the label of the Product.
5. Product means the inverter integrated with All-in-One Energy Storage System (ESS) and the single Battery Module manufactured by Power Sonic;
6. Product Manual means the instructions and manuals issued by Power Sonic with the Product that set out how the Product should be installed and operated.
7. Territory means all the countries in Europe and USA, depending on where the Product was purchased.

Note: The Battery Module has a time value replacement guarantee for a period of 10 years. In this case, if the Battery Module is defective, the time value of the batteries is replaced. The fair value is calculated on the basis of a linear depreciation over a period of 10 years. That means a minimum of 60% of the usable capacity over a period of 10 years.

Please note this Power Sonic limited warranty statement may NOT be the latest version, please refer to the latest version of the Power Sonic limited warranty by visiting our global website via <https://power-sonic.com/download>.



POWER SONIC PULSE

WHOLE HOME INVERTER WARRANTY STATEMENT AS OF AUGUST 2024

The Power-Sonic Corporation (hereinafter 'Power Sonic') warrants that, subject to the exclusions and limitations set out below, the inverter and accessory product provided by way of Power Sonic shall be in good working order during the period of 10 year *limited warranty for Hybrid Series including: PULSE-INV-12K_LXP starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 6 months after the date of production.

This limited warranty terms and conditions applies for America and Canada. It applies for the devices which are originally purchased from channels authorized by Power Sonic and installed in the destination mentioned above, unless there are specially stipulated warranty terms and conditions between Power Sonic and the direct purchaser. For any units sold for one country/region but installed in another different country/region, the warranty will become invalid if Power Sonic does not provide written confirmation/approval prior to the installation.

HOW TO MAKE A CLAIM UNDER THE POWER SONIC LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the inverter for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by contacting customer-service@power-sonic.com.

Please note, in order to provide timely customer service, Power Sonic is cooperating with many of our distributors and installers all over the world. As such, please treat them as the default service channel of Power Sonic and use these service channels to make your warranty claim; Power Sonic will support and audit our service channel to ensure that we deliver excellent service to our customers.



Please have the following information available as it may be required when contacting the local distributor:

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Claims must be filed within 2 weeks from the failure date, otherwise Power Sonic will treat it as you have abandoned the right to make a warranty claim.
3. Installation information, including brand, model, and number of PV panels, the brand and model of batteries.
4. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable).

Power Sonic may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Power Sonic or an authorized third party company. Power Sonic reserves the right not to enter the site should the Power Sonic approved technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, Power Sonic may, at its sole discretion, elect to:

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. For every single inverter exchange case, the claimant must gather the necessary information and send to Power Sonic to confirm the request, prior to the inverter being exchanged.
4. If it's proven that the problem was caused by faulty installation, claimant should contact the original installer and request that they provide a solution to fix the



issue. All parts of the product or other equipment that Power Sonic replace shall become Power Sonic's property. If the product is found not to be covered by this Limited Warranty, Power Sonic reserves the right to charge a handling fee.

When repairing or replacing the product, Power Sonic may use products that are new, equivalent to new or refurbished. Unless a special/unique agreement exists between Power Sonic and the customer, the Power Sonic limited warranty covers only the cost of hardware material required to get the device functioning again.

Transportation costs: in some areas, Power Sonic will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact Power Sonic for the rate) per case. The claimant must cover any excess costs or any costs generated by using another method of transportation. In some of the cases, the claimant may need to organize the return of the allegedly defective product to Power Sonic or its authorized service partner and should confirm with Power Sonic for the shipment schedule in advance.

As products need to be packaged in a reasonable condition, Power Sonic suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 2 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, Power Sonic will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by the Power Sonic limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by Power Sonic's limited warranty:

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).



3. Faults or damages due to faulty installations or operations, maintenance carried out against Power Sonic instructions by an unauthorized installer.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by Power Sonic. Product modifications, design changes or part replacements not approved by Power Sonic.
5. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. Vandalism, engraving, labels, irreversible marking or contamination or theft.
7. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
8. Faults or damage caused by other factors not related to product quality issues.
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without Power Sonic's written confirmation/approval prior to the installation.
10. Accidents and external influences.
11. Using product with lithium battery out of our list of compatible batteries. Please refer to a Power Sonic representative for a detailed list of compatible battery packs.
12. Unless a special agreement exists between Power Sonic and the battery manufacturer, for all the battery packs NOT listed in the 'Compatible List', it's the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. Power Sonic shall guarantee the performance of the inverter under the normal working conditions within the limited warranty term and provide limited technical support if applicable. However, Power Sonic shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
13. Product failure is not reported to Power Sonic within 2 weeks of appearance.
14. Please kindly notice that if any Power Sonic products are used for the purpose of an anticountercurrent solution, the manual of the anti-countercurrent products must be read in advance to ensure the operating principle of anti-countercurrent has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of Power Sonic anti-countercurrent products. Any photovoltaic plants in which Power Sonic



products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, Power Sonic shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of Power Sonic products. In the event that the photovoltaic plants have reported the use of Power Sonic products, the liability of Power Sonic shall not exceed the total amount of the Purchase Order of the relevant products.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by Power Sonic as out-of-warranty cases.

For all out-of-warranty cases, Power Sonic may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to Power Sonic or/and repaired products are sent from Power Sonic to the user.

LIMITATION OF POWER SONIC'S LIABILITY

This limited warranty replaces all other Power Sonic warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws.

To the extent permitted by applicable law(s), Power Sonic does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of



products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage.

To the extent permitted by applicable law, Power Sonic's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of Power Sonic or in case of death or personal injury resulting from Power Sonic's proven negligence. *Limited warranty is a basic warranty promise from Power Sonic to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by Power Sonic's local distributor; should any claims arise in this respect, please direct them to the local distributor.

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