



Solar Off-grid Power Generation System Manufacturer Limited Warranty

I. Limited Warranty

SHENZHEN MY SMART ENERGY ELECTRIC CO.,LTD. (hereinafter referred to as “Manyu Solar”) provides quality warranty to the solar off-grid power generation system. A 1-year period of warranty, replacement and refund is provided to the solar off-grid power generation system equipment; a 10-year period of warranty, replacement and refund is provided to the solar panel (specific warranty regulations are subject to the limited warranty of solar panel manufacturer). Manyu Solar product will be delivered to the buyer for the buyer's acceptance. If the product specification does not conform to the agreement, the buyer should keep the product properly and raise an objection within 2 days in writing, and the seller should resolve the problem within 7 working days after the buyer raises the objection. If the buyer does not raise any objection or inform the seller in writing within 2 days after it receives the product, it shall be deemed that the product is accepted.

II. After-sale Product Quality Assurance

Manyu Solar guarantees the quality of the solar off-grid power generation system equipment (including the factory-assembled system connecting cables and connectors). Under normal application, installation and use, if the solar off-grid power generation system has any quality problem due to the material and process, Manyu Solar will repair, replace the product or refund according to the customer's requirement within 24 months from the date of sale on the commercial invoice. The warranty shall be the only proof for repair, replacement or refund. The warranty period for all systems sold by the seller is 2 years, starting from the date of sale. The seller shall repair and replace the damaged parts due to the quality problem for free during the warranty period. For parts damaged beyond the warranty period, the seller will only charge the cost price for the parts provided. For equipment damage caused by buyer's human factor, the repair or parts provided by the supplier shall be subject to the cost price.

III. Repair Procedure

Before requesting for repair, the buyer is required to refer to the user's manual to determine the product damage and damaged parts. If the problem cannot be resolved, the buyer shall send back the damaged product to the seller with freight prepaid and provide the date, location and commodity information with respect to the purchase. In order to ensure the rapid repair warranty service, you are required to indicate the model and details of the failure, as well as the type of system component and the relevant parameters, and information of battery and system load. These details are very important for quick maintenance.

IV. Exclusions and Limitations

1. Under any circumstance, the customer's warranty requirement must be made within the warranty period.
2. The warranty liabilities defined in this warranty do not apply to the following circumstances:
 - a) The product has been altered, changed, improperly installed, abused or misused;
 - b) Product is not maintained in accordance with relevant suggestions or instructions given by Manyu Solar;
 - c) Product has received services from or has been repaired by the third party without prior authorization or

approval by Manyu Solar;

d) Model, serial number, nameplate or system number of product is changed, erased or is unrecognizable;

e) Damage or failure is caused by power failure, lighting, flood, fire, accidental damage and other reasons not attributed to Manyu Solar.

3. The warranty does not include expenses for insurance, transportation, customs clearance and any other expenses for sending back the defective products or the redelivery costs after replacement, as well as the relevant dismantlement, installation or reinstallation costs.

V. Warranty Coverage

Manyu Solar will assume the warranty liability in accordance with this warranty, and unless the law provides otherwise, the liability for damage assumed by Manyu Solar shall not exceed the invoice value of the product. Manyu Solar shall not be liable for personal or property damage not attributed to Manyu Solar.

VI. Claim

If the customer believes that the product has the quality problem covered in the warranty, he can notify Manyu Solar in written notice or email. Manyu Solar has the right to inspect the problems raised by the customer. If the problem is covered by this warranty, Manyu Solar will repair, replace or return the product according to the customer's requirement. If the problem is not covered by this warranty, Manyu Solar shall inform the customer of the truth, and the customer may repair on his own or require Manyu Solar to repair and pay the corresponding maintenance costs. If the customer does not accept the reasons for the product quality problem identified by Manyu Solar, he can apply for a testing performed by a government-designated quality testing institution.

VII. Severability or Survival of Terms

If any part or any clause of this warranty is held void, invalid or unenforceable, or such part or clause is held void, invalid or unenforceable for certain persons or in certain circumstances, it shall not affect any other part or clause of this warranty .

VIII. Dispute

If there is any dispute arising from the product quality, each party can apply for a final judgment on such claim to the first-class international testing institutions. The costs incurred shall be borne by the losing party. Manyu Solar reserves the right for the final interpretation.

IX. Miscellaneous

Additional replaced components or repaired components shall not start a new round of warranty period or be considered as the extension of the original warranty of the components. The product warranty period still starts from the date of sale on the invoice.

If Manyu Solar has stopped producing the system of the original model within the warranty period, Manyu Solar will be entitled to provide system of other model with the same power as an alternative.

X. Force Majeure

In case of any of the force majeure, including religious activities, wars, violent assaults, military actions, epidemic, pandemic, fire, floods and other similar circumstance beyond Manyu Solar's control, Manyu Solar will reasonably suspend performing the warranty liabilities without bearing any legal liability.

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