HYXiPOWER Products
Warranty Terms & Conditions
(For North America)

HYXiPOWER Products are manufactured by Zhejiang Hyxi Technology Co., Ltd. The company (hereinafter referred to as HYXiPOWER) provides the following warranty to the purchaser (the customer) of HYXiPOWER Products (the products). (Here, the customer is deemed to be the owner of the installed products at first sale).

1 Applicable Products & Warranty Period

The warranty and service conditions covered in this document are applicable for the following products. The warranty period starting from the earlier one of the following three dates:

(1) The date of purchase;

(2) The date on which the product was first registered;

(3) 6 months after the date of shipping. The shipping date of Products shall be subjected to serial numbers of the shipped Products or HYXiPOWER's internal records.

If the last valid warranty date is a statutory public holiday in country of HYXiPOWER's signing entity, the first working day after that holiday shall be the last day.

Warranty Period shall expire according to the following chart depicting the Warranty Period.

The warranty Period mentioned herein below applies to device only, excluding any accessories parts and labor service.

Notice: For new products that are not listed in the list below, refer to the latest documents released by HYXiPOWER.

HYXiPOWER warrants, on the terms and conditions set out below, that:

No.	Category	Model	Warranty Period
2	Microinverter	HYX-M400-SW-NA, HYX-M500-SW-NA, HYX-M600-SW-NA, HYX-M800-SW-NA, HYX-M1000-SW-NA, HYX-M1800-SW-NA, HYX-M2000-SW-NA	25 years
3		HYX-M400-S-NA, HYX-M500-S-NA, HYX-M600-S-NA, HYX-M800-S-NA, HYX-M1000-S-NA, HYX-M1800-S-NA, HYX-M2000-S-NA	
4		HYX-M1200-SW-NA-LV	12 years
5	All-in-one	HYX-H5K7-HSPA, HYX-H7K6-HSPA, HYX-H11K5-HSPA	10 years
6	DMU	HYX-DMU-W, HYX-DMU-4G	5 years
7	DCS	HYX-DCS-WL, HYX-DCS-4G	2 years
8	Smart Meter	DDSU666, DTSU666	2 years

Notices:

A. Battery warranty expiration date shall be defined as the first arrived condition when the battery pack reaches the warranty period, the life cycle discharge is completed, or the remaining capacity EOL meets the specification requirements. The battery energy distribution unit (BDU) only involves the warranty period and has nothing to do with the battery performance. The battery pack and battery energy distribution unit shall be provided with an independent warranty.

B. Capacity test conditions: at an ambient temperature of 25°C±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.

C. In order to remotely upgrade the latest firmware to ensure battery life, the battery is highly recommended to connect to the HYXiPOWER Smart Energy Platform.

D. After the battery is purchased, the installation needs to be completed within 3 months. If the battery fails, it needs to be reported within 14 days. The battery cell damage caused by the negligence of battery that cannot be charged for a long time is not covered by the warranty.

E. The operation and service life of battery is related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for the battery is -10~50°C.

2 Warranty Services

HYXiPOWER provides remote support and hardware services for the products.

Service Category	Service Item	Service Description
Remote Support	Hotline	8 hours *5 business days of the local region.
	Email	Respond within 24 Hours (excluding weekend & public holidays)
	Website Technical Support	24 hours *7 calendar days Share technical information and download patch.
Hardware Service	Repair	Fulfill in 7 Days after HYXiPOWER approves the RMA. For details, see the Hardware Service clauses as below.
	Replacement	Ship out in 2 business Days after HYXiPOWER approves the RMA. (if available) For details, see the Hardware Service clauses as below.

2.1 Remote Support

Remote Support means HYXiPOWER provides solutions for technical inquiries or problems related to the HYXiPOWER Products by telephone, email or website below.

Website: www.hyxipower.com

Country or Region	Hotline	Support Email
United States	US：+1 (850) 800-9273	US.support@hyxipower.com
Canada	CA：+1 (850) 800-9273	CA.support@hyxipower.com

2.2 Hardware Service

At HYXiPOWER's sole discretion, the Defected Products shall be repaired or replaced if any malfunction or damage occurs to the HYXiPOWER Products.

(A) Repair

HYXiPOWER may, at its sole discretion, offer repairing services by means of remote diagnosis and commissioning or a house-call on appointment. Such repairing services may be performed by HYXiPOWER or a third party appointed by HYXiPOWER at HYXiPOWER's sole discretion, and the Customer shall offer provide cooperation for repairing services to be performed.

(B) Replacement

If HYXiPOWER elects to replace the Defected Products, the replacement Products shall be the same type and physical form as the original one, and/or electrically compatible with the original one. If HYXiPOWER replaces a battery, the replacement battery shall have an electrical output

of not less than the warranted output of the Products causing the breach of the Warranties at the time of replacement, based on the warranted Degradation Rates set forth at Clause 1. If the Products are replaced within the Warranty Period, the remaining Warranty Period of the Warranty Period shall be deferred after the Products are replaced. Any replacement of the Defected Products shall not cause an renewal and/or extension of the Warranty Period of such Defected Products.

Notwithstanding the foregoing, if HYXiPOWER no longer supplies Products meeting the foregoing criteria, the additional or replacement Products shall be those similar or other type Products then supplied by HYXiPOWER at it's own discretion, considering that the replacement Products may be in different size, shape, color, and/or other capacity. The Defected Products must be properly disposed of by the Customer or be collected by HYXiPOWER for proper disposal. The replacement Products shall be delivered to the same destination where the original Products locate at. Upon completion of the applicable replacement set forth, the ownership of the Defected Products shall be transferred back to HYXiPOWER. HYXiPOWER's performance of any repair, replacement, or provision shall not lead to the suspension, renewal, or extension of the term of the original Limited Warranty or variance from the terms of the original Limited Warranty.

Outside Warranty the repairs for Defected Products shall be at the cost of the Customer, which may include, but is not limited to, labor cost, components cost, testing cost, and any associated costs of shipping/freight. Products shall be repaired only after (1) the customer is provided with an estimated cost of the repairs of the Defected Products; (2) the customer provides written approval to commence the repairs on the Defected Products. If Customer does not reply within 15 days from the date that customer is notified with an estimated cost for repairs on the Defected Products, then the Defected Products shall return to Customer said Defected Products freight collect.

3 CLAIMS OF MALFUNCTION OR DAMAGE

3.1 If Customer discovers that there is any malfunction or damage occurring to the HYXiPOWER Products, Customer shall promptly provide written notice to HYXiPOWER or a third party appointed by HYXiPOWER, and the following information and materials set forth within 14 days after discovering the malfunction or damage:

(A) The model and serial number of the Products which has malfunction or damage ("Defected Products");

(B) The Materials showing the system configuration details if the Defected Products are installed;

(C) The Form of Defected Products Claim ("Claim");

(D) The specific and detailed description of the Claim, and the evidence to prove the Claim, including but not limited to physical address, contact information, photographs and videos as requested by HYXiPOWER;

(E) Any additional materials or evidence requested by HYXiPOWER.

3.2 HYXiPOWER shall have the right to reject the Claim without bearing any liabilities if Customer fails to provide any information or materials listed in Clause 3.1 within the aforementioned 14 days.

4 Exemptions

When any malfunction or damage occurs to the HYXiPOWER Products due to any of the following reasons, HYXiPOWER has the right to refuse to repair, or HYXiPOWER could collect a proper cost for the materials and man-hour for the repair as the case may be:

4.1 The original Product's serial number label has been altered, replaced, torn or lost;

4.2 Products model and/or serial number of the Products do not tally with the Products;

4.3 The Warranty Period has expired according to this Warranty Policy or the contract entered with the Customer;

4.4 The malfunction or damage is caused by the failure of the user to use, maintain or take care of this Products according to the user's manual;

4.5 The malfunction or damage is caused by the repair conducted by an organization not authorized by HYXiPOWER;

4.6 The malfunction or damage is caused by accidents, force majeure, or human reason;

4.7 Products used for demonstration purposes (i.e. samples) are not entitled to this warranty policy;

4.8 Damage directly caused by non-HYXiPOWER related problems in customer's premises;

4.9 Malfunction or damage is caused by non-compliance with applicable safety and installation standards rules and improper use of the product;

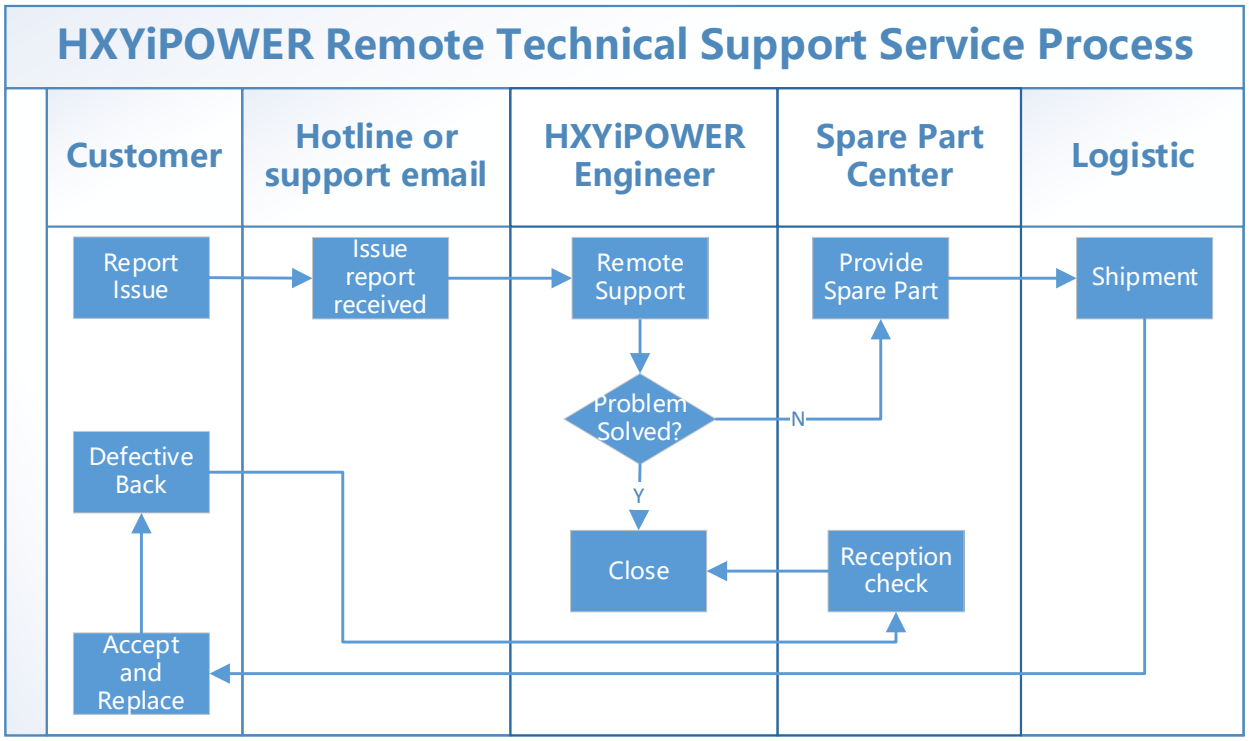
4.10 Installed or operated not in accordance with the strict documentation, including but not limited to, failed to ensure adequate ventilation for the product as described.

5 Geographical Scope

These Limited Warranty terms and conditions only apply for the products which are originally purchased from HYXiPOWER's authorized channels and installed in the destination defined within the Local country/region, unless there are special agreements signed between HYXiPOWER and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from HYXiPOWER prior to the installation.

6 HYXiPOWER Service Process

To provide excellent remote support and hardware service to customers, please check HYXiPOWER service process described as below.



Zhejiang Hyxi Technology Co., Ltd.

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