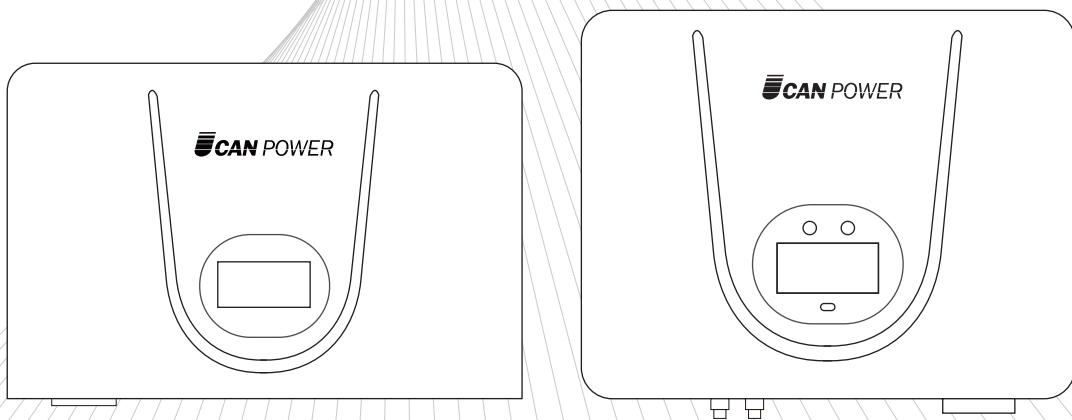


UHome & UHC Series Hybrid Inverter Limited Warranty



Hybrid Inverter Limited Warranty

1. Purpose

The primary purpose of this warranty is to clearly define the matters related to warranty policy of Product.

2. Warranty Period

For products listed below that purchased from Upower Electric Co., Ltd, you receive an Upower factory warranty valid for years listed below from the date of manufacturing of Upower Electric Co., Ltd.

Product	Model	Warranty
Hybrid inverter	UHome-3K0L, UHome-3K6L, UHome-4K0L, UHome-4K6L, UHome-5K0L, UHome-6K0L, UHome-8K0L	5 Years
	UHC-4KT, UHC-5KT, UHC-6KT, UHC-8KT, UHC-10KT, UHC-12KT, UHC-15KT, UHC-20KT	5 Years
	UHC-5KS-US, UHC-6KS-US, UHC-7.6KS-US, UHC-8KS-US, UHC-10KS-US	5 Years

Note:

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

In case the product quality has any problems, Upower Electric Co., Ltd will repair or replace the Product if the Product is defective and returned during the Warranty Period. Repaired or replaced Product will continue for the remainder of the original warranty period. Under no circumstances will the warranty period be recalculated.

3. Warranty Conditions

The warranty in respect of the Product only applies if the Product:

1) is purchased from Upower or an Authorized Reseller in the Territory;

2) has the official serial number;

3) UFox series is installed in indoor environment

4) is installed, operated and maintained in accordance with the Product Instructions;

5) The product's service life does not exceed 5 years;

The warranty would be inapplicable if the defect or failure of the Product's performance is attributable to your misuse, abuse, accident or non-compliance with the use of the product and other all non-compliance with the User Manual of the operation of the product.

4. Exclusion of Warranty

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

1) Warranty period specified above has already expired.

2) The Product being installed with batteries which have not been certified by Upower;

3) You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature;

4) Transportation, including but not limited by dropping, trampling, deforming, impacting or spearing with a sharp item;

5) Storage, installation, commissioning, modification or repair of the Product that has been performed by a person who is not certified installer;

6) Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Upower;

- 7) Any attempt to extend or reduce the life of the product without written confirmation from Upower, whether by physical means, programming or others;
- 8) Removal and reinstallation at another place from the original installation without the written confirmation from Upower;
- 9) Water, conductive dust or corrosive gas;
- 10) Product damage and defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual;
- 11) Normal wear and tear or deterioration, or superficial defects, dents or marks that not impact the performance of the Product;
- 12) Theft or vandalism of the Product or any of its components.
- 13) The Product has been connected with different type battery modules;
- 14) Fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by Upower.
- 15) The Product is not suitable for supplying life-sustaining medical devices and automotive application.
- 16) Product damage caused by external force, force majeure (such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot, terrorism or other activities intervened by government, which are out of control of Upower).
- 17) The installation environment is inconsistent with our recommended environment, resulting in water, sand and dust erosion, or other factors that affect the use of the product, resulting in product damage.
- 18) The manufacturer is not responsible for product damage caused by the installer's improper operation or unfamiliarity with the operation. (Installers should receive training from dealers or Upower to ensure they have the skills to install equipment professionally).
- 19) If the equipment is not installed and used immediately, please confirm that the storage environment meets the

following criteria:

- The equipment should be packaged in packaging boxes or wooden boxes, and the packaging box should be sealed after placing desiccant in the packaging box.
- Storage temperature range: Cannot exceed the range of -15~45℃.
- Humidity range: 0~95% without condensation. The battery interface cannot be installed when there is moisture and condensation.
- Equipment should be stored in a cool place away from direct sunlight.
- Equipment should be stored away from flammable, explosive, corrosive, and other items.
- Do not expose the equipment to rain.

Warranty does not cover Product damage caused by exceeding the installation time requirement or not meeting the above storage conditions.

5. Services Outside The Warranty Scope

For product issues that are not covered by the standard warranty, such as when a customer requires Upower to provide repair services or other related solutions, Upower may charge for on-site service fees, material fees, and logistics fees, including but not limited to the following:

1. On-site service fee: travel and labor costs of technical service engineers, including costs for repair, maintenance, installation (hardware or software), and commissioning.
2. Material fee: cost of replacing parts (including transportation and administrative fees).
3. Logistics fee: includes transportation costs for sending the product/material from the customer to Upower and for sending the repaired product/material from Upower to the customer.

6. Claim Payment

To process the Warranty Claims must follow below items

- 1) Invoice for the procurement of the Product.

2) Product serial number and initial installation date.
3) Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity (but this would not be determinative).

Upower may contact buyer for further information regarding the defect.

Upower may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Upower.

Upower reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of product, you must contact the Upower service center.

Email: service@ucanpower.com

If you dispute Upower's verification of the claim, the Product must be evaluated by local government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Upower will be responsible for the testing costs),

If the Product is no longer available, Upower may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available. Replacement of inverter, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

7. General Provisions

Upower respects local safety standards and regulations. Due to the large differences in safety standards and regulations from place to place. Upower cannot guarantee that the product will meet all applicable requirements for the customer's installation location in each region, and it is the customer's responsibility to comply with the product's shipping, sales, or compliance with such safety standards and regulations in that region. Before purchasing and

using any product, customers should review the product's application, state and local laws and regulations, and must verify that the product's use and installation comply with these regulations.

This warranty is subject to the law of local government.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

8. Applicable Law

This warranty is subject to the law of local government. Product comes with guarantees that cannot be excluded under the Local Government Consumer Law. The Buyer is entitled to a replacement for a major failure for any other reasonably foreseeable damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure but it will affect the normal use of the product. Terms and conditions Limited to Upower Electric Co., Ltd

9. Definitions of Nouns

In this document:

- 1) Warranty means off-grid energy storage system limited warranty.
- 2) Authorized Reseller means an approved Upower retailer or distributor in the Territory.
- 3) Consumer Law means: Local Consumer Law.
- 4) Product means off-grid energy storage system manufactured by Upower;
- 5) Product Instructions means the instructions and manuals issued by Upower with the Product that set out how the Product should be installed and operated.
- 6) Upower means Upower Electric Co., Ltd
- 7) Territory means all the countries around the world, depending on where the Product was purchased.
- 8) You means the natural person that acquired the Product.