

25 Years Replacement Warranty

The smart PV optimizer products sold by SUNGO Energy Technology (Hereafter referred to “SUNGO”) are produced in strict accordance with the ISO 9000 certification management system, and the products sold by our company are provided with the following quality assurance:

- a. Ensure that all the products will be strictly inspected before delivery.
- b. Within 25 years from the date of delivery, failures caused by the quality of the product itself, SUNGO is responsible for free replacement. If the product exceeds the warranty period, SUNGO will also provide corresponding paid service within a reasonable range.

1. Warranty content

Item	Product Name	Model	Warranty period	Warranty range
1	Smart PV optimizer	All models	25 years	Quality problems due to product process and material defects

1.1 Within the warranty period, if defects covered by the warranty are identified by SUNGO's inspection, SUNGO will replace the defective products at no cost. Our SUNGO will provide compensation not exceeding the actual value of the product determined by SUNGO when the warranty holder notifies our SUNGO.

1.2 During the warranty period, replacement of defective products and other after-sales services do not start the corresponding warranty period

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again, and the corresponding warranty period is not therefore extended or renewed. After replacement, the product warranty period is the remainder of the original warranty period.

1.3 The warranty covers the parts , required to replace defects in the workmanship or materials of the product itself. It does not include the delivery cost of returning the defective product, the cost of loading and unloading or other costs related to disassembly, installation, or troubleshooting.

2. Exception clauses

2.1 The following defects or damages occurring during the warranty period are not covered by the warranty:

- (1) Changes in appearance due to normal wear and tear, including fading and scratches;
 - (2) The model number, nameplate or serial number of the product is changed, erased or unrecognizable;
 - (3) Installation, use, repair and maintenance in violation of the provisions of the product manual;
 - (4) Loss caused by disassembling, refitting or replacing products or parts without authorization;
 - (5) Damage to the product due to intentional or negligent acts;
 - (6) Lightning, storm, hail, flood, fire, earthquake, war, unrest and other natural disasters or human factors caused by non-product quality causes of damage;
 - (7) Unexpected events or accidents due to external influences and pressures;
 - (8) Personal injury or death and property damage other than products;
- 2.2 The warranty is strictly limited and does not include any implied,

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incidental, or unspecified warranties, such as warranties of merchantability or fitness for a particular purpose. Other warranties, obligations or obligations are expressly agreed to, signed or approved by our company in writing. It shall not be effective unless expressly agreed, signed or approved by our company in writing.

2.3 In no event shall SUNGO be liable for any indirect, derivative, or incidental, special, or exceptional damages or losses, including but not limited to production, loss of revenue, loss of profits, loss of goodwill, loss of business or loss of delay, whether or not it has been advised of the possibility of such loss. Regardless of whether the claim is based on contract, warranty, tort of negligence or strict liability, the amount of liability borne by SUNGO shall not exceed the purchase cost of the product itself.

3. Fulfillment of warranty obligations

3.1 To claim a replacement, credit, or refund (where applicable) under the limited warranty, you must adhere to the following policies and procedures:

All defective products must be returned with a return authorization. For RMA products, customers should contact the company's technical support representative to evaluate and resolve the problem. If the customer's on-site troubleshooting fails to solve the problem, the customer needs to provide the following information:

(1) Provide proof of purchase, including but not limited to the relevant purchase agreement, invoice, logistics receipt, installation confirmation, acceptance letter and other written certification documents, such documents are necessary to identify the company's maintenance of the product;

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(2) The serial number, model number, detailed description of the defect of the product, the delivery address of the returned repair or replacement of the product;

3.2 Defective products authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product.

4. Out-of-warranty services

4.1 Out-of-warranty services refer to paid services outside the warranty period after the expiration of the warranty period.

4.2 If replacement of products, accessories and components is involved Out-of-warranty services, SUNGO will provide products, accessories and components, and only charge the cost of products, accessories and components.

4.3 On-site troubleshooting services beyond the warranty period are subject to a fee. The applicable charges will be based on the current year's pricing guidelines provided by the company.

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