

Warranty Regulations and Liability

Hoymiles products are designed to withstand normal operating conditions when used for its originally intended purpose in compliance with the Hoymiles User Manual supplied with the originally shipped system. The Hoymiles limited warranty ("Limited Warranty") covers defects in workmanship and materials of the Hoymiles products ("Defective Product"). Hoymiles provide both default warranty and extended warranty as follows which starts from the shipping date.

Product	Default/ Extended (year)			
	North America	Australia	Europe	Others
MI-500	12/25	12/25	12/25	12/25
MI-250	12/25	12/25	12/25	12/25
DTU	2/2	2/2	2/2	2/2

Note: The extra fee needs to be charged for the extended warranty.

During the Warranty Period, if Hoymiles establishes, through inspection, the existence of a defect that covered by the Limited Warranty, Hoymiles will, at its option, either (1) repair or replace the Defective Product free of charge, or (2) issue a credit or refund for the Defective Product to the Warranty Holder in an amount up to its actual value at the time the Warranty Holder notifies Hoymiles of the defect, as determined by Hoymiles.

If Hoymiles elects to repair or replace the Defective Product, Hoymiles will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Hoymiles reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Hoymiles repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or ninety (90) days from the date of Hoymiles' return shipment of the repaired or replacement product, whichever is later.

The Limited Warranty covers both parts and labor necessary to repair the Defective, but does not include labor costs related to un-installing the Defective Product or re-installing the repaired or replacement product. The Limited Warranty also covers the costs of shipping repaired or replacement product from Hoymiles, via a non-expedited freight carrier selected by Hoymiles. The Limited Warranty does not cover, and Hoymiles will not be responsible for, shipping damage or damage caused by mishandling by the freight carrier and any such damage is the responsibility of the freight carrier.

The Limited Warranty does not apply to, and Hoymiles will not be responsible for, any defect in or damage to any Hoymiles product: (1) that has been misused, neglected, tampered with, altered, or otherwise damaged, either internally or externally; (2) normal appearance wear out, including discolor and scratch; (3) the defective has no impact on the power generation, including LED indicator failure; (4) that has been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the Hoymiles User Manual or applicable laws or regulations; (5) that has been subjected to fire, water,

generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Hoymiles product specifications, including high input voltage from generators or lightning strikes; (6) that has been subjected to incidental or consequential damage caused by defects of other components of the solar system; or (7) if the original identification markings (including trademark or serial number) of such product have been defaced, altered, or removed. The Limited Warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. The Limited Warranty does not extend beyond the original cost of the Hoymiles product.

To obtain repair or replacement service, credit or refund (as applicable) under this Limited Warranty, you must comply with the following policy and procedure:

- All Defective Product must be returned with a Return Merchandise Authorization Number (RMA) which customer must request from Hoymiles. Before requesting the RMA, however, the customer should contact an Hoymiles technical support representative to evaluate and troubleshoot the problem while the Hoymiles product is in the field, since many problems can be solved in the field.
- If in-field troubleshooting does not solve the problem, Customer may request the RMA number, with following information:
 - Proof-of-purchase of the Defective Product in the form of (1) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or (3) the dated invoice or purchase receipt showing the product exchanged under warranty.
 - Model number of the Defective Product
 - Serial number of the Defective Product
 - Detailed description of the defect
 - Shipping address for return of the repaired or replacement product
- Upon issuance of the RMA, Hoymiles will ship the replacement unit to the address where the Hoymiles product is installed.
- All Defective Product authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product.
- The returned Defective Product must not have been disassembled or modified without the prior written authorization of Hoymiles.

THE LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY HOYMILES AND, WHERE PERMITTED BY LAW, IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE, QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION. IN NO EVENT WILL HOYMILES BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACTOR TORT, INCLUDING WITHOUT LIMITATION

ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY.

To the extent any implied warranties are required under applicable law to apply to the Hoymiles products, such implied warranties shall be limited in duration to the Warranty Period, to the extent permitted by applicable law. Some regions do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply. This Limited Warranty gives the Warranty Holder specific legal rights, and the Warranty Holder may have other rights that may vary from region to region.

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