

# Warranty Terms and Conditions

This policy governs the replacement program for Queen Solar home lithium battery (the “product”) covered by Queen Solar warranty (the “Replacement Program”). Parties wishing to participate in the Replacement Program must abide by the procedures and requirements set forth in this policy. Queen Solar may, in its sole discretion, reject the replacement of any product not returned in accordance with this policy.

## 1. Limited Product Warranty

The standard warranty period for products is listed as below.

Product	Warranty Period
Home Lithium Battery	120 months

PLEASE NOTE, THIS WARRANTY POLICY IS LIMITED TO THE QUEEN SOLAR PRODUCTS RANGE ONLY. WHERE ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY QUEEN SOLAR WITH A QUEEN SOLAR PRODUCTS PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER.

The warranty period commences from the date on which the sale date recorded in the seller’s invoice to the Original Buyer. Replacement services apply only to products within their warranty period.

The Warranty is applied to the original Queen Solar product purchaser, and is transferable only if the product remains installed in the original use location. This warranty policy will apply only to products installed by a suitably qualified professional. The warranty policy will be rendered invalid where products are sold second hand through unlicensed sales channels. To transfer the warranty ownership, please contact Queen Solar at sales@queen-solar.com with the authorization email from the previous owner.

Note: If you are a private end-user, please contact your installer in the first instance in case of any warranty issue. Queen Solar will work directly with the installer to replace a faulty product if deemed eligible under the terms of the Replacement Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning. If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

## 2. Limited Performance Warranty

Queen Solar warrants that the Product will (i) retain sixty percent (60%) of its usable energy for ten (10) years from the warranty start date; or (ii) reach the Minimum throughput energy, whichever comes first, on the condition that the product is operated under a normal use followed by the manual provided by Queen Solar. The minimum throughput energy means the total output energy of the product recorded in the control module of the product. The usable energy and minimum throughput energy for each product model are set out in the table below:

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Product Model	Usable Energy(kWh)	Minimum Throughput Energy (MWh)
LV 103AH	5.1	16
LV 150AH	7.6	24
HV 27AH	2.7	8.5
HV 39AH	3.9	12.2

For the purposes of this limited warranty, the remaining usable energy is as measured and calculated using the following testing method and values, while the ambient temperature is between 25~ 28°C:

- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 10 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 10 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage, and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

Test value list:

Product Model	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
LV 103AH	40	58.4	50
LV 150AH	40	58.4	75
HV 27AH	80	116.8	13.5
HV 39AH	80	116.8	19.5

### 3. Limited Liability

Subject to the conditions set out below Queen Solar warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Queen Solar' warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, warfare, major infectious diseases, etc.)
- b. Improper or noncompliant use
- c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product)

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- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment
- f. Damage during transportation
- g. Unauthorized repair attempts
- h. Unauthorized removal and reinstallation.
- i. Normal appearance wears out, including discolor and scratch
- j. Damaged caused by defects of other components from the system

Furthermore, if the original identification marks (including trademark and serial number) of such product have been defected, 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 Queen Solar products.

This warranty does not extend to parts materials or equipment not manufactured by Queen Solar in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Queen Solar.

This Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.

Claims by buyer that go beyond the warranty terms set out herein, are not covered by the Warranty, insofar as Queen Solar is not subject to statutory liability. In such cases, please contact the company that sold the product. Eventually claims in accordance with the law on product liability remain unaffected.

Queen Solar shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under Warranty, and the remainder Warranty is more than ( $\geq$ ) 90 days (refer on the date that Queen Solar received the complaint), the remainder of the Warranty period will be transferred to the replacement product. If the remainder Warranty is less than ( $<$ ) 90 days, the replacement product will cover by a 90 days' warranty count from the date that Queen Solar dispatch the replacement/repared product. If the product components are replaced or repaired under this Warranty, the components used will be covered by the same remainder of the Warranty period as the repaired product.

#### **4. Product Repairing On-Site**

If Queen Solar decides to repair the defective device on site (repair by Queen Solar or the technical engineer that authorized by Queen Solar), then Queen Solar will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. No other costs - including, but not limited to, transportation, inspissation, customs duties, costs to safely access devices installed on slanted rooftops, or lift equipment, travel or accommodation costs, the costs of the customer's own employees, or the costs of third-parties that have not been authorized by Queen Solar.

#### **5. Replacement Service**

Any product qualifying for replacement within the warranty period will be replaced with a new or refurbished product, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to Queen Solar for a replacement to be affected under this policy:

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Product data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

Documentation including:

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. system schematic)
3. Documentation of previous claims/replacements (if applicable)
4. RMA (Template will provide by Queen Solar service center)

Queen Solar reserves the right to refuse replacement requests where adequate information is not provided. To request the replacement of products, you must contact the Queen Solar Service Department. E-mail: [sales@queen-solar.com](mailto:sales@queen-solar.com)

## **6. Queen Solar Responsibility**

Upon receipt of the required information listed in Section 5, and after attempts to correct the problem with the customer's assistance, Queen Solar will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the replacement. Queen Solar will dispatch a replacement product within 7 working days to the specified customer or installer location. Following the receipt of the replacement product, the customer must return the allegedly faulty Product in the same packaging material as the replacement product if it's required by Queen Solar. Queen Solar will supply all labels, documentation and freight details for the return of the allegedly faulty product. Queen Solar reserves all rights to collect all allegedly faulty products if it's necessary. A qualified installer must be available for the product replacement and re-commissioning.

## **7. Installer Responsibility**

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the Queen Solar Service Center in order to limit the return of non-faulty equipment. The Queen Solar Service Center will work with the installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further replacement unit, the installer must first contact the Queen Solar Service Center and fulfill the installer's responsibilities under Section 7 of this document.

During inspection by Queen Solar, if the allegedly faulty product is found by Queen Solar to be ineligible for replacement under this policy, the installer must provide proof of a valid warranty for the product, a correctly issued, and a valid case number for the product (as provided by the Queen Solar Service Center). In all instances, the installer must send the required items to Queen Solar local warehouse or warehouse of local distributors.

## **8. Inspection Charge for Products Not Found Defective**

If an allegedly faulty Product is returned to Queen Solar pursuant to this Policy, and is found by Queen Solar

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to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, Queen Solar reserve the right to apply a flat-rate inspection charge per unit, plus shipping and packaging costs.

### **9. Product Replacement Procedure**

Queen Solar must be provided with the relevant documentation as shown in Section 5. This procedure must be followed for a warranty claim to be applicable under this Replacement Program.

- a) The installer must contact the Queen Solar Service Centre and supply the required information as shown in Section 5. As outlined in Section 6, the installer will liaise with Queen Solar Service Centre to try and find a solution without the need to replace the product.
- b) If the product is deemed faulty and is eligible for the Replacement Program, Queen Solar will raise and create a case number for the product and communicate this with the installer.
- c) Queen Solar will dispatch a replacement product within 7 working days of the case number being created. The product will be shipped to the specified customer or installer location at Queen Solar' cost.
- d) The installer will install the replacement product and use the packaging to repack the faulty product.
- e) For the faulty product that required returned by Queen Solar, Queen Solar will cover the costs of collection and shipment of the faulty product back to Queen Solar as detailed in Section 6, and buyer shall bear any applicable value added tax. The customer or installer must assist with this shipping. If the required faulty product is not returned within 10 working days from receiving the replacement product, Queen Solar reserve the right to invoice the relevant installer/distributor for the cost of the product.
- f) In Terms of missing defective product that is required return by Queen Solar, Queen Solar reserve the right to invoice the relevant installer/distributor with the value of 80% of FOB price.

### **10. Consumer Laws**

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

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